



# TENBURY HIGH

## ORMISTON ACADEMY

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A Specialist Science and  
Mathematics College

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Dear Parent/Carer

### WELCOME TO OUR FIRST ANNUAL ORMISTON PARENT AND CARER SURVEY

As a school and a trust, we value the views of our parents and carers. Your views really do matter. As part of our trust-wide commitment to listen to our parents and carers, we warmly invite you take part in our first ever trust wide survey. This is being shared with the parents and carers of all the children and young people that attend an Ormiston Academy Trust school.

As a trust we have committed to acting on the results of this survey to make Ormiston Academy Trust an even better place for the children and young people in our schools.

The survey will take about ten minutes to complete and can be accessed on a phone or tablet via the QR code below. To scan the QR code you will need to use the QR code reader/camera on your phone, hold your device over the code so it is clearly visible on the phone screen. When you successfully hold your smartphone over a QR Code, the phone will automatically scan the code and log you into the survey (you might have to press the button).

The results of this survey will:

- Be shared with trustees, trust leaders and school leaders and will be used to inform our future approach
- Be shared at a school level to ensure you are informed on the survey responses and our actions as a result. All with aim of enabling, developing and supporting our staff teams to deliver excellent outcomes for the children and young people in our schools.
- Be used to shape our collective work and future priorities at a school and trust level.

The survey will be open until the end of the school day on Friday 26<sup>th</sup> June.

Yours sincerely

Mrs V Dean  
Principal



## Parent & Carer Survey – Frequently Asked Questions

### **Why is this survey not anonymous?**

We ask parents and carers to include their name so that we can act responsibly if concerns are raised. This is particularly important if a response highlights a safeguarding or welfare issue, or if we need to clarify something to understand it properly.

### **Does giving my name mean my response won't be taken honestly?**

No. We welcome honest feedback, including critical feedback. Responses are reviewed respectfully and used to help us improve how we work with families and support pupils.

### **Will my feedback affect how my child is treated?**

No. Feedback will not affect how your child is treated at school. The survey is about listening and improving, not judging families or pupils.

### **Who will see my responses?**

Responses will be seen only by relevant senior staff within the school or trust. Information will not be shared widely or discussed inappropriately.

### **Is this survey a complaints process?**

No. The survey is a listening tool, not a formal complaints procedure.

If a response raises an issue that needs further investigation, it may be followed up using the school or trust's existing procedures so it can be handled properly.

### **What happens if I raise a safeguarding concern?**

Any safeguarding or welfare concerns raised in the survey will be acted on promptly and appropriately, following established safeguarding procedures. This is one of the main reasons we do not run the survey anonymously.

### **What happens if someone writes something unfair or abusive?**

Abusive, offensive, or defamatory comments will not be responded to. The survey is intended for constructive, respectful feedback that helps improve outcomes for pupils and families.

### **How long will the survey take?**

Approximately 15 minutes.

### **What will happen after the survey closes?**

We will:

- Review responses carefully
- Identify key themes
- Share a summary of what parents told us and what we will do next