



# UPDATE FROM OUR TRUST

## Parentkind

In this update, we are sharing a helpful guide developed by the charity **Parentkind** to support parents in raising concerns when they are worried about something happening in their child's school. The guide is available on the Parentkind website [here](#). Alongside this, we have our own Trust [policy](#), which sets out how we work with parents and carers to enable every child to thrive. Both the Parentkind guide and our Trust policy can be found in a new section of our Trust website [Key Information - Impact Multi Academy Trust](#), where we plan to develop further resources for parents and carers over time.

We recognise that all parents want the very best for their children, and we share this commitment for every child across our Trust. We also understand that the government's recently announced policy changes may feel unsettling for some families. We want to reassure you that we remain committed to working in partnership with our school communities throughout any upcoming changes, maintaining a shared focus on what is right for children.

We know we are not perfect, and at times we may get things wrong. Equally, parents may occasionally have questions about why certain decisions are made or may disagree with aspects of how we work. When concerns arise, we simply ask that conversations with our staff are approached in an enquiring and respectful way. Although instances of shouting, swearing, aggression or excessive emailing are thankfully rare, our Trust policy outlines the steps we will take to safeguard staff wellbeing if such situations occur.

If you do have a concern, the best first step is always to contact the school office, so your query can be directed to the right person. Most issues can be quickly resolved through an initial conversation. If further action is needed, each school's Complaints Policy, which can be found on the school's website, explains how concerns are reviewed and addressed thoroughly.

Thank you for your continued support in helping us maintain positive and respectful school communities. We hope you find this new

**Together, we enable everyone to thrive.**

