



Complaints Policy

If your child attends Oakleigh School and the Early Years Centre, we hope that s/he is happy. On occasions, however, a concern may arise. The great majority of concerns can be sorted out informally – in person, by telephone etc.. A complaint can be made by anyone regarding the provision or facilities of the school. The complaint process for procedures that have separate statutory procedures, for example admission and exclusions can be

If you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make a complaint the procedure is as follows.

General Complaints

Below are the stages we would request that you go through should you wish to make a complaint:

- Take up the problem in the first instance with the class teacher
- If a satisfactory solution is not reached then make an appointment with the Deputy Head.
- If a satisfactory solution is still not reached then make an appointment with the Headteacher
- If a satisfactory solution is not reached you will need to consider whether to make a formal complaint in writing to the Headteacher. Use Complaint Form A, which is available via the school office.
- If the problem is still not resolved then a formal complaint in writing can be made to the Chair of the Governing Body. Use Complaint Form B which is available via the school office.
- If you consider that the problem has not been resolved by the Governing Body you have the right to make a complaint to the Secretary of State for Education at the Department for Education (DfE), using their online form.

Other Complaints

- If your initial complaint is about the Headteacher write to the Chair of the Governing Body, via the school office
- If your complaint is about a particular member of the Governing Body write to the Chair to the Governing Body, via the school office.
- If your complaint is about the Chair of the Governing Body, you can contact the Secretary of State for Education at the DfE.
- If you consider that the Governing Body is acting “unreasonably” or is failing to carry out its statutory duties properly, contact the Secretary of State for Education at the DfE.

We will deal with all concerns and complaints with respect for confidentiality

We aim to consider and resolve all complaints as quickly, and efficiently, as possible. We will keep you informed of timescales expected for responses at each stage of the process. We will keep records of the progress of the complaint, and the final outcome.

During the Complaints procedure, we ask that you:

- co-operate with us in seeking a solution to the complaint;

- express the complaint in full as early as possible;
- respond promptly to requests for information or meetings or in agreeing the details of the complaint;
- ask for assistance as needed;
- treat all those involved in the complaint with respect. We reserve the right to terminate the meeting if this is not adhered to.

This policy will be reviewed every 3 years.

Reviewed December 2017

Complaint Form A

If you have tried to sort out your complaint with the class teacher, the Deputy Head and the Headteacher, and have been unsuccessful and you wish to take the matter further, please complete this form and send it to the Headteacher. If you prefer, you may make your complaint in person, by telephone or in writing.

Name _____

Address _____

Tel No (H) _____

Tel No (W) _____

Name of Child _____ Class _____

What is your complaint about? What would you like the Headteacher to do about your complaint?

_____ (please continue on a separate sheet if necessary)

Signed _____ Date _____

Complaint Form B

If you have tried to sort out your complaint with the Headteacher using Complaint Form A, and have been unsuccessful and you wish to take the matter further, please complete this form and send it to the Chair of the Governing Body. If you prefer, you may make your complaint in person, by telephone or in writing.

Name _____

Address _____

Tel No (H) _____

Tel No (W) _____

Name of Child _____ Class _____

What is your complaint about? What would you like the Governing Body to do about your complaint?

_____ (please continue on a separate sheet if necessary)

Signed _____ Date _____