



With Love We Flourish

Complaints Policy

Alyson Frost

Policy Title:	Complaints Policy	Date:	July 2023
Reviewed by:	Alyson Frost	Review Date:	July 2025
Ratified by:	Full Governors	Date:	September 2023

'Let all that you do be done in love'

1 Corinthians 16:14

Nurturing individuals to be the best they can be in an inclusive environment where they feel valued, respected and know they belong.

When and how to complain about Great Milton C of E Primary School.

Great Milton C of E Primary School wants its children to do well and be happy. We recognise that you as a parent/guardian play an important part in making this happen. Therefore, the school aims to provide as many opportunities to keep you informed and involved in your child's progress as they possibly can. Regular reports, open days and visits all helping the process. Questions and concerns are usually dealt with quickly and helpfully.

However, we recognise there are times when things go wrong, when concerns continue and differences of opinion develop. These can usually be resolved by speaking to the right person. Most concerns can be settled without too much trouble, but whatever the issue, even where you are seriously concerned about your child's future at the school, it's always important to try to find an answer. Disruption to a child's education would be the most damaging result of all.

What to do first

Take a few minutes to read this page. Then think the complaint through.

What actually happened?

Remember there is often more than one view about an incident or situation. For example, your child may well be telling the truth but it may not be the whole story.

What do you want to complain about?

What do you hope will happen as a result of your complaint? It might help to talk this through with a friend or relative.

When you make a complaint, remember that although you want to change a situation, you want it to end on a positive note with no bad feelings. In order to do this you should try to follow the procedures carefully and always try not to put yourself or anyone else into a corner.

What to do next

When you are clear in your own mind as to what you believe has happened, you then need to speak to someone at the school. Please contact your child's class teacher in the first instance and arrange to speak to them. It is always best to try to make an [appointment](#) where you can sit and talk things through calmly and without interruption.

Investigating complaints does take time and the answers aren't always readily available, but you will at least be able to decide whether the

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action taken (or not taken) was reasonable and whether any further steps taken by the teacher would solve the problem.

If you are still unhappy

In most cases, the problem will have been solved by this stage. However, if you are still unhappy, then make an [appointment](#) with the relevant Key Stage/phase Leader.

At Great Milton C of E Primary School, Early Years and Key Stage One Leader is Nicola Bennett and Key Stage 2 Leader is Sue Green. Mrs Green is also our Deputy Head Teacher. The school will be able to help you contact them in order to help resolve the problem informally, possibly by arranging a meeting between those involved.

Once again, you will have the opportunity to talk through your concerns with an independent party who is there to listen and to discuss what is being said.

If, after this, you still require support, then you can take your complaint to Alyson Frost, our Head Teacher.

If you are still not satisfied with the answer, then make an appointment with the [Governing Body](#).

Complaints to the governing body

As this is a serious step to take, it is important that you have thought things through carefully and that every possible attempt has been made to solve your concerns by other means.

Normally, a panel of governors will be called to hear your case and all sides will be asked to submit a written statement. You will also be invited to attend any hearing that is held, to present your side of the story.

The decision of the governors' panel will then be sent in writing to all parties.

If you are still unhappy

If, after the governors have dealt with your complaints, you are still unhappy with the decision that was taken, you can contact Oxfordshire County Council for advice on what to do next. For example, if you feel that the governing body has acted unreasonably, you can consider complaining to the Secretary of State for Education.

For more information refer to [Department for Education, the EFA or the Secretary of State](#).

[Ofsted](#) can consider complaints about schools but only where the complaint is about the whole school not about individual children.

In short

The procedure for your complaint, if not resolved easily, is:

Speak to Class Teacher



Speak to Key Stage Leader



Speak to Deputy Head



Speak to Head Teacher



Speak to the Governing Body



Refer to the Department for Education, EFA (Education Funding Agency), the Secretary of State, or OFSTED, where appropriate.

Complaints about bullying

See Oxfordshire County Council's guidance for details about what to do and who to contact if you wish to make a complaint about a school in relation to

[bullying.https://www.oxfordshire.gov.uk/cms/content/help-if-your-child-being-bullied](https://www.oxfordshire.gov.uk/cms/content/help-if-your-child-being-bullied)