

The Oval School Complaints Procedure



Here, at The Oval School, we take your views seriously. If you have any problems please follow the school contact procedure as stated below.

1. Raise **ALL** queries / issues / problems / comments in the first instance with the **CLASS TEACHER** as follows:
 - **EITHER** at the end of the school day **OR** telephone school on 0121-464 3248 for an appointment
2. If you are not satisfied with how your query has been dealt with then the next step would be for you to see the year group lead for the particular year group your child is in. You can make an appointment at the school office to speak to the following:
 - nursery and reception: Miss S Stefans
 - year 1: Mrs R Nicholls
 - year 2: Miss V Ward
 - year 3: Mrs K Roberts
 - year 4: Mrs L McGeary
 - year 5: Miss K Moore
 - year 6: Miss A McHenry
3. If your query requires further assistance the next step would be for you to see a senior member of staff for the particular year group your child is in. You can make an appointment at the school office to speak to the following:
 - nursery and reception: Miss D Hollis
 - years 1 and 2: Mrs S Poulson
 - years 3 and 4: Miss L O'Grady
 - years 5 and 6: Mrs L Roberts
4. If you have followed steps 1, 2 and 3 as stated above but you still have outstanding queries then you can make an appointment at the school office to meet with one of our deputy headteachers who are Mrs M Chadda and Mrs C Mason.
5. Please follow the procedure as stated above to ensure any queries are dealt with. However, if you still have queries after you have followed the stated procedure then please make an appointment at the school office to meet with one of our headteachers who are Miss J Harris and Mrs D Williams.

Your support is appreciated by

Miss J Harris, Mrs D Williams and the Executive Governance Group

If, after you follow this procedure and you still feel you have a complaint, The Oval School follows the **DRB Complaints Procedure** which you can find on our website under 'Policies'. Thank you.

