



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 as follows:
 - Nursery/ Reception Mrs L Sparke / Miss S Stefans
 - Year 1 Mrs R Nicholls
 - Year 2 Mrs V Ward
 - Year 3 Mrs N Alexander
 - Year 4 Mrs L McGeary
 - Year 5 Miss L O'Grady
 - 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 as follows:
 - Nursery/Reception Mrs M Chadda
 - Years 1 and 2 Mrs S Poulson
 - Years 3 and 4 Mrs L Roberts
 - Years 5 and 6 Miss D Hollis
4. Please follow the procedure above to ensure any queries are dealt with. However, if you have followed steps 1., 2. and 3. as stated but you still have outstanding queries then you can make an appointment at the school office to meet with one of the Deputy Headteachers (Mrs M Chadda or Mrs C Mason) or the Headteachers (Miss Harris or Mrs D Williams).

Be assured that staff will always investigate the issue, feed back to parents, take appropriate steps to deal with any issues arising and plan a follow up meeting.

**Your support is appreciated by
Miss J Harris and 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.