

Aston Rowant C+E Primary School

Parent-Friendly Complaints Procedure Summary

“Growing together, rooted in God enjoying fullness of life.”

At Aston Rowant, we work hard to ensure that pupils, parents and staff feel listened to, respected and valued. Most concerns can be sorted out quickly by talking to your child’s class teacher or a member of staff. However, if you ever feel unhappy about something, we want you to know exactly what to do and how we will support you.

Our full Complaints Policy is available on our website, but the information below gives a simple overview of how things work.

1. WHAT IS A CONCERN?

A **concern** is when you have a worry or something doesn’t feel quite right, and you want to talk to someone about it.

You can raise a concern:

- with your child’s class teacher
- with a member of the school office team
- or ask to speak to the Headteacher

Most issues are resolved at this stage and never become a formal complaint.

2. WHAT IS A COMPLAINT?

A **complaint** is when you feel something needs a more formal response or has not been resolved through informal discussion.

You can make a complaint:

- in person
- by phone
- by email
- in writing

We always treat complaints seriously and confidentially.

3. WHAT HAPPENS WHEN YOU MAKE A COMPLAINT? (STAGE 1)

Step 1 – Acknowledgement

We will acknowledge your complaint within 5 school days.

Step 2 – Investigation

The Headteacher (or a senior member of staff) will investigate the issue. They may talk to staff, look at records or ask for more information.

Step 3 – Response

You will receive a written response within 15 school days explaining:

- what we found
- what we have done
- what will happen next

If you are happy with the outcome, the process ends here.

4. IF YOU'RE STILL UNHAPPY (STAGE 2: COMPLAINTS PANEL)

If you feel the matter is still unresolved, you can ask for a Complaints Panel to review it.

The Panel:

- is made up of three impartial governors
- is supported by an independent clerk
- will meet within 20 school days
- will review the issue fairly and independently

You will then receive a written decision within 5 school days of the meeting.

Safeguarding Concerns

If your concern relates to child safety, staff conduct, or safeguarding, we may need to follow a different statutory process. This may involve our Designated Safeguarding Lead, the Local Authority, or the LADO.

Safeguarding matters always take priority and may pause the normal complaints procedure.

6. SUPPORT AND ACCESSIBILITY

We want our process to be accessible to everyone. We can offer:

- help writing down your complaint
- translation or interpretation
- meetings in accessible rooms
- information in alternative formats

Please let us know how we can help.

7. WHAT IF YOU STILL FEEL THE ISSUE HASN'T BEEN HANDLED PROPERLY?

After Stage 2, you can contact the Department for Education if you believe the school has not followed the correct procedure.

8. WORKING TOGETHER

We believe that strong communication builds trust.

We will always:

- listen carefully
- take concerns seriously
- act promptly and fairly
- learn from complaints to keep improving

Your feedback helps us provide the very best for our children.

If you ever need guidance or wish to discuss something, please reach out to us - we are always here to help.