

## WORRIES AND COMPLAINTS (for parents)

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**Reviewed: June 2022**

**Date of Next Review: June 2023**

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Ongoing dialogue between the School and parents is seen as an integral part of their joint responsibility for the education - in its broadest sense - of our pupils. It is hoped that such dialogue will preclude the need for a parent to initiate a formal complaint. However, should it not be possible for a matter to be satisfactorily resolved through informal channels then the formal stage shall be as follows:

- A formal complaint should be made in writing to the Head, expressing dissatisfaction with the outcome of the informal discussions
- The School will prepare a written response to the complaint.
- If the matter is still not resolved the Board of Governors will convene a panel of at least three individuals not directly involved in the matters that are subject to complaint, one of whom will be independent of the management and running of the School.
- Parents will be entitled to attend (and be accompanied) at any formal hearing.
- The findings and recommendations of such a hearing will be made available to the relevant parties.

A more detailed document outlining the Wychwood, Oxford Complaints procedure is available on request from the school office and is available on the school website.