

# Who do I contact at Oakfield Academy?



## QUESTIONS/ CONCERNS ABOUT YOUR CHILD

### CLASS TEACHER

Your child's class teacher knows them best and is the person you should always speak to **first** regarding:

- Attainment
- Progress
- Home Learning
- The Curriculum
- Transition between year groups
- Daily provision for pupils with SEND
- Behaviour
- Friendships & Peers

**Book an appointment** via the office, or message the teacher directly on ClassDojo for informal matters.



## SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND)

### SENCO (Mrs Light-Rowsell)

Providing support to students with additional needs by removing barriers to learning and participation.

- Identification of special needs or disabilities
- Support or accommodation for the child's needs
- Educational Health and Care Plans (EHCPs)
- Access to additional resources or services
- Concerns regarding SEND provision

[plight-rowsell@oakfield.academy](mailto:plight-rowsell@oakfield.academy)

023 8086 2530



## MENTAL HEALTH & WELLBEING, FAMILY SUPPORT

### PASTORAL TEAM (Miss Poole, Mrs Sinclair)

Providing support to students and families.

- Attendance and punctuality
- Self-esteem and confidence
- Promoting positive behaviour and attitudes to education at school and home
- Financial worries
- School uniform
- Assessment to receive free school meals
- Children's mental health referrals

[pastoral@oakfield.academy](mailto:pastoral@oakfield.academy)

023 8086 2530



## ATTENDANCE, ADMISSIONS, PAYMENTS & MEDICAL NEEDS

### ADMIN TEAM (Miss Kellie, Mrs Wise)

- Attendance or absence issues
- Admissions arrangements and pupil transfers
- Pick-up and drop-off arrangements
- School payments
- School events or activities
- School meals or dietary concerns
- Clubs
- Medical conditions and prescribed medication
- First Aid

[admin@oakfield.academy](mailto:admin@oakfield.academy)

023 8086 2530



## SAFEGUARDING CONCERNS

### SAFEGUARDING TEAM (Miss Poole, Miss Bray, Mrs Light-Rowsell, Mrs Sinclair)

Concerns for your own child(ren) about any kind of abuse (physical, emotional, sexual, or neglect).

### IF YOU ARE CONCERNED FOR THE WELFARE OF A CHILD OUTSIDE OF SCHOOL:

Dial **999** if they're in immediate danger, or Hampshire Children's Services on **0300 555 1373**

[cp@oakfield.academy](mailto:cp@oakfield.academy)

023 8086 2530



# I've spoken to the Class Teacher, but I'm unhappy with the outcome.

## STEP:

01

Ensure you have given the Class Teacher a reasonable amount of time to investigate, and to implement any proposed changes.

02

If you feel your concern is still unresolved, contact the **Senior Teacher** who will investigate further.

03

If the outcome from the Senior Teacher is unsatisfactory, contact the **Assistant Headteacher**.

04

If you are unhappy with the outcome of the Assistant Headteacher's investigation, you can submit a **formal complaint**.

**Class Teacher**

**Senior Teacher**

**Assistant Headteacher**

**Complaint**

**Mrs Leach - KS1** (YR, 1, 2)

**Mr Cooke - KS2** (Y3, 4, 5, 6)

*If the class teacher is also a Senior Teacher, skip to Step 3.*

Mrs Light-Rowsell  
**plight-rowsell@oakfield.academy**  
023 8086 2530

Complete a **Complaint form**  
([link here](#))

Book an appointment via the office.  
**admin@oakfield.academy**  
023 8086 2530

Acknowledgement within 3 working days.  
Final response within 10 working days of receipt.

The process and timescales are on the next page.

# Complaints Process

## 1. Acknowledgement

Following receipt of your written complaint via the Complaint form on our website, we will acknowledge your complaint within **3 working days**, indicating the action that is being taken and likely timescales.

## 2. Investigation

We may ask to meet with you to discuss the complaint, or conduct a thorough investigation first.

We will ask you what steps you feel might resolve the issue, if you haven't confirmed this in the Complaint form.

## 3. Response

You will receive a written response via email or letter from the Headteacher with their decision and the reasons for it within **10 working days** from receipt of the complaint.

## 4. Further escalation

If you are dissatisfied with the decision, you can raise a Stage 3 complaint with the Chair of Governors. The process is outlined in The Gateway Trust's Complaints Procedure Policy, available on our website.



# Expectations for all concerns and complaints



## We ask that you:

**Treat all those involved in the complaint with respect.** Don't approach staff when they're not at work, or contact them on their personal social media accounts.

Explain the complaint to us in full as early as possible, and work with us to resolve it by responding promptly to requests for information or meetings, or in agreeing details of the complaint.

**Represent your own views**, not those of other parents or their children.

Refrain from publicising the details of your complaint on social media or WhatsApp groups, and respect confidentiality.

**Make an appointment** to speak to staff members via the office, and don't approach them before school when they are preparing to teach.

**Follow our escalation process** - don't try to skip steps, or threaten us with governors, The Gateway Trust, Department of Education, or Ofsted.

## We will:

Deal with concerns about safety and child protection **immediately**.

Treat your complaint seriously and consider it in a comprehensive, open, transparent and fair manner.

**Treat you with courtesy and respect**, in the same way we ask of you.

Ask you what steps you feel would put things right.

Identify and investigate each ground for complaint and conduct sensitive and thorough interviewing of all parties involved. Records and other relevant information will also be carefully considered.

**Keep you updated** at each stage of the procedure and respond within the set timescales.

**Fully explain the reasons** for our decision to uphold or dismiss the complaint.