



Working Together

How to raise a concern with your school

What is a concern?

Melksham Oak Community School aims to provide the very best education and support to every child and family.

Whilst we hope that the years your child spends with us are productive and happy, we understand that as in any partnership or relationship, sometimes things may not go as well as expected.

What is a concern?

A concern is 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. Your child and their wellbeing is your most important concern and we totally get that - they are ours too.

Your concern could be about anything - the progress your child is making in their learning, interactions with friends or classmates or disciplinary actions taken by us to name just a few.

Who should I talk to first?

The best place to start is by talking to the staff involved with your child's teaching, learning and general wellbeing as soon as possible. In almost all cases this will be your child's class teacher/tutor or pastoral leader.

The member of staff who works with your child every day, is able to take the necessary action that will alleviate your concern quickly and without causing further upset.



Raising a concern

How can I share my concern with my child's class teacher/tutor?

We want to streamline communications so that you know who to contact when you have a query and not search around for emails etc. To that end, please refer to the following pathway to aid you:

- General queries: e.g. "How is my child getting on?"
 - First contact the Form Tutor
 - Then if further help needed contact the Head of Year / Pastoral leader
- For specific subject concerns: e.g. "How is my child in Science?"
 - First contact the Subject teacher (email address is surnameX@melkshamoak.wilts.sch.uk - where X is the teacher's first initial)
 - If further help needed contact the Head of Department

Your concern can be raised in person, in writing or by telephone. We understand that our families lead busy lives and we want to accommodate your specific needs as much as we possibly can.

What happens when I raise my concern?

Your child's class teacher/tutor/mentor will:

- ✓ Listen to your concerns to try and resolve them as quickly as possible.
- ✓ Look into your concerns and speak to another staff involved in your child's day to day life at school.
- ✓ Let you know what they have found and what they are going to do about it.
- ✓ Aim to resolve your concern within 10 school days.



What happens next?

What happens if my concern is not resolved by my child's class teacher/tutor?

Should your concern remain there are a number of other team members you can meet with to discuss and identify a way forward starting with your child's head of year. If the matter is still a concern you are welcome to ask for an appointment with the principal or vice principal.

I am still not happy

We ask that families meet with us to enable us to work together with the aim of trying to make any concern better. We expect that most concerns can be resolved informally using the communication channels explained in this leaflet.



We understand however, that there are rare occasions where families feel their concern has not been fully addressed. In this instance, we will attempt to resolve your concern internally, through the formal stages outlined within The White Horse Federation complaints procedure.

The complaints policy can be found on the The White Horse Federation website at: <https://thewhitehorsefederation.org.uk/about-our-trust/key-information>
Alternatively a paper copy can be requested from the school office.

Useful contacts

If the above methods in this document do not answer your query or you have an urgent query, then please write to query@melkshamoak.wilts.sch.uk - this is so we can then support you in getting your question resolved. Emails to this address are tracked and triaged to the right team appropriately.

Please do not write to individuals in the Senior Leadership Team as school junk email filters will separate unknown senders and we may never receive them.

Office hours

Mon – Fri 8.30am – 4.30pm

There is an answer phone to take messages outside of office hours.