

The Federated Schools of
Wood Street Infant School
&
Worplesdon Primary School



Complaints Policy

Policy Reviewed	February 2025
Next Review	February 2026

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The Federated Schools of Wood Street Infant School & Worplesdon Primary School – Complaints Policy

Philosophy

At The federation of Wood Street Infant School and Worplesdon Primary School we give pupils opportunities to develop the skills needed to become well-rounded, articulate, independent and confident members of a constantly evolving society, valuing themselves and others and feeling inspired by the world around them. At Worplesdon we aspire to promote a love for learning and life and we achieve this with the following four drivers at the core of our delivery of the National Curriculum (2014)

- building resilience
- inspiring curiosity
- promoting teamwork and independence
- instilling empathy.

Introduction

The Federated Schools of Wood Street Infant School & Worplesdon Primary School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

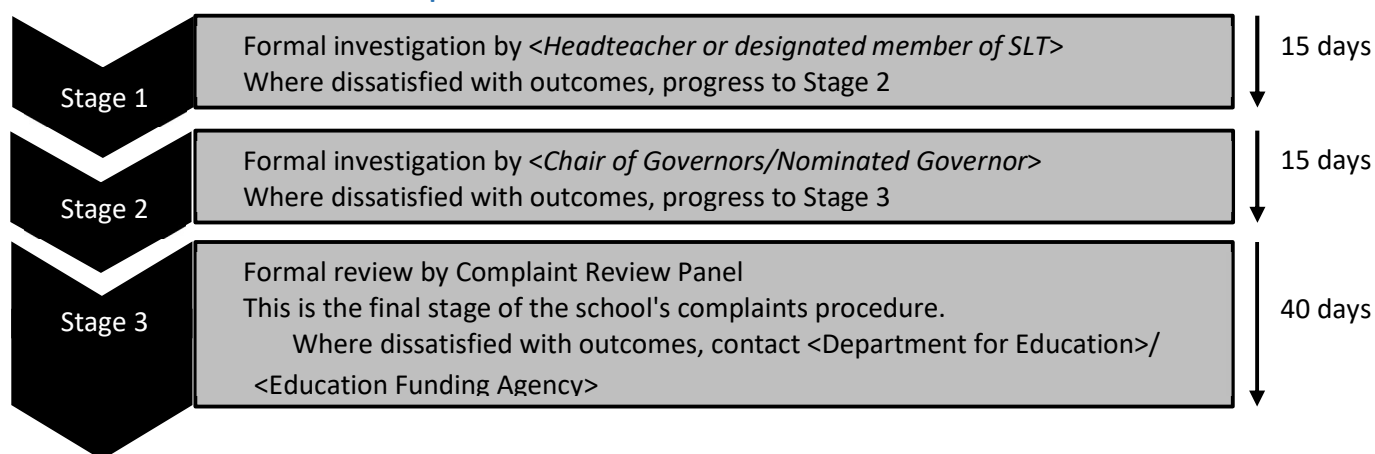
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

The Federated Schools of Wood Street Infant School & Worplesdon Primary School operates a three stage formal complaints procedure. For more details about the formal complaints procedure, please see The Federated Schools of Wood Street Infant School & Worplesdon Primary's Complaints Procedure document which is available on the school website and/or on request from the school office.

Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.