

Complaints Procedure

What to do if you have a complaint

One of the Nursery School's core aims is to establish co-operative and effective communication between parents, staff and governors. The Nursery School is constantly seeking to improve its provision for children and their families, and welcomes suggestions from parents about the ways they might do this. Staff and governors treat all parents' concerns with consideration and respect and will make every effort to address them.

We believe that anyone who is involved in the School either as staff, a parent/carer, student or visitor, is entitled to comment on the service they receive and will be listened to and their points looked into.

This will be regarded as a complaint if it is an expression of dissatisfaction.

If you are unhappy about any aspect of your child's care or education in the Nursery School, there are a number of steps you may take.

Stage 1: Initial approach

It is important that parents/carers contact the school first with their concerns and talk to a member of staff or Head teacher. Most problems can be sorted out in this way easily and informally.

Stage 2: raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing to:

- The Head teacher or Chair of the Governing Body if you have already spoken to the Head teacher.
- The Head teacher (or nominated member of staff), or the Chair of Governors will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the Head teacher or Chair of Governors or you may get a letter explaining the School's response.

Stage 3- Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing by a

panel of the Governing Body. You will be asked to meet with the panel and explain your case, citing the reasons for your dissatisfaction with the response given at stage 1 and outcomes you are seeking from stage 2. The panel will listen to you and the Head teacher, and will inform you in writing of their decision.

Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take longer. The School will let you know how a complaint is being addressed and will aim to acknowledge your complaint within 10 working days. The School will let you know how a complaint is being addressed and when you can expect to hear from them further.

If you wish to make a complaint to OFSTED please ring 0300 1231231 between 8am and 6pm Monday to Friday.

Reviewed Mar 18