

Strong Close Nursery School and
Airedale and Wharfedale Children's Centre Cluster
Complaints Procedure for Staff and Parents

Principles

- Everyone has the right to make a complaint
- Any complaint will be treated seriously and with respect
- If the complaint can be resolved at any stage, it will not proceed any further
- The earlier a complaint is resolved the greater opportunity for resolution

Guidelines for making a complaint

Should you need to make a complaint this is what you should do:-

1. Complain Directly To The Person Against Whom You Have A Grievance

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

2. Contact The Person's Line Manager

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

3. Contact the Headteacher

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

4. Contact the Chair of Governors - either by letter via the office or by email kellyfamily@globalnet.co.uk

- Complaints will then be investigated and recorded
- Action will be taken when necessary
- Action may include exclusion from the Centre, suspension and investigation of staff, termination of contracts with outside agencies/business or legal action
- Ideally the complaint will be investigated and completed within 28 days. You will be informed in writing of the outcome
- If, after exhausting all the channels, you are still not satisfied with the way your complaint has been handled you have a right of appeal to the Governing Body.

All staff should ensure that the Head of School /Cluster is aware of all complaints/concerns from parents. We will maintain a record of all complaints from Stage 2 on Incident forms and the outcomes - this is for awareness raising and will not automatically result in Senior Management involvement.

N.B. PLEASE NOTE THIS PROCEDURE DOES NOT REPLACE

PARENTAL RIGHT TO COMPLAIN TO OFSTED

REVIEWED October 2017