



## ASHFIELD NURSERY SCHOOL

Reviewed Nov 2019

### Policy for Complaints and Concerns about School

#### **Our policy is to**

- Promote an understanding about the school
- Listen to parents, carers and pupils
- Welcome complaints and concerns as a means of improving home-school relationships
- Use complaints and concerns to improve services.

#### **We will seek to**

- Resolve complaints and concerns swiftly
- Have a clear and published procedure for dealing with complaints and concerns
- Keep complainants informed about progress and eventual outcome
- Provide redress where and when necessary
- Monitor level of complaints and concerns
- Regularly review effectiveness of procedures

#### **When handling complaints the following general principles will apply**

- The desirability of settling differences informally
- The need for more formal mechanisms when informal methods have failed to produce an agreement
- Ensuring that parents, staff and governors are informed of procedures.

## **ASHFIELD NURSERY SCHOOL COMPLAINTS PROCEDURE**

At Ashfield we hope that you will never have a need to complain about us. But if you do there are several simple steps you can take to make sure that your complaint is dealt with quickly and properly.

### **Stage One**

All staff can hear a complaint; they know all the procedures to follow so you can discuss any worries with any of them.

It may be that you would want to talk to a member of staff that you know well and feel comfortable talking to.

Often the member of staff will be able to resolve your complaint.

Sometimes they will suggest that you go to the head teacher with a complaint especially if it is about another member of staff.

If you want to complain about the head teacher then the member of staff will tell you how to get in touch with the Chair of Governors to make your complaint.

Any complaint will be taken seriously, your children are very important to us too.

You could also make a complaint to one of the parent governors but they will tell you to come and talk to the head teacher in the first instance, unless it is a complaint about the head teacher in which case they will again put you in touch with the Chair of governors.

### **Stage Two**

If the complaint has been passed to the headteacher or has come directly to the head teacher then she will organise finding out the facts of the situation. This may not happen immediately (i.e. same day) if some staff are not available for discussion.

However it will always happen.

Once the head teacher has established the facts regarding the complaints it will be up to her to decide the next step.

She will take the appropriate action and make sure that you know how the situation has been resolved.

### **Stage Three – complain Heard By governing Bodies**

If you are complaining about the head teacher, or if you are not satisfied with the way the head teach has dealt with the complaint then you should complain to the Chair of Governors. You should put your complaint in writing using the form attached and hand it in at the school office in a sealed envelope. It will be passed to the Chair of Governors as soon as possible.

If the Chair of Governors cannot resolve the complaint individually then it will be sent to an appeal hearing.

Individual complaints would not be heard by the whole Governing Body at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The appeal committee consists of several members of the governing body who are not involved in the original complaint. (In other words there would not be a teacher on the panel if the complaint was about a teacher.)

The panel would invite you to a meeting where you can explain your complaint. Don't worry everyone will be very helpful and supportive. We all want to get things right.

After hearing all the evidence the panel will let you know in writing what their decision is.

If you are still not happy then you can get in touch with the Directors of Children's Services at the Civic Centre.

He will try and help but if not you can appeal to the Secretary of State for Education in London.

The Governing Body monitors complaints. All complaints are logged and procedures reviewed annually.

## **ASHFIELD NURSERY SCHOOL COMPLAINT FORM**

Please complete and return to the Chair of Governors who will acknowledge receipt and explain what action will be taken.

<b>Your Name:</b>
<b>Pupil's Name:</b>
<b>Your relationship to the pupil:</b>
<b>Address:</b>
<b>Post code:</b>
<b>Day time Telephone Number:</b>
<b>Evening Telephone Number:</b>
<b>Please give details of your complaint.</b>
<b>What Action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response?)</b>

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official Use:**

**Date acknowledgement sent:**

**By Who:**

**Complaint referred to:**

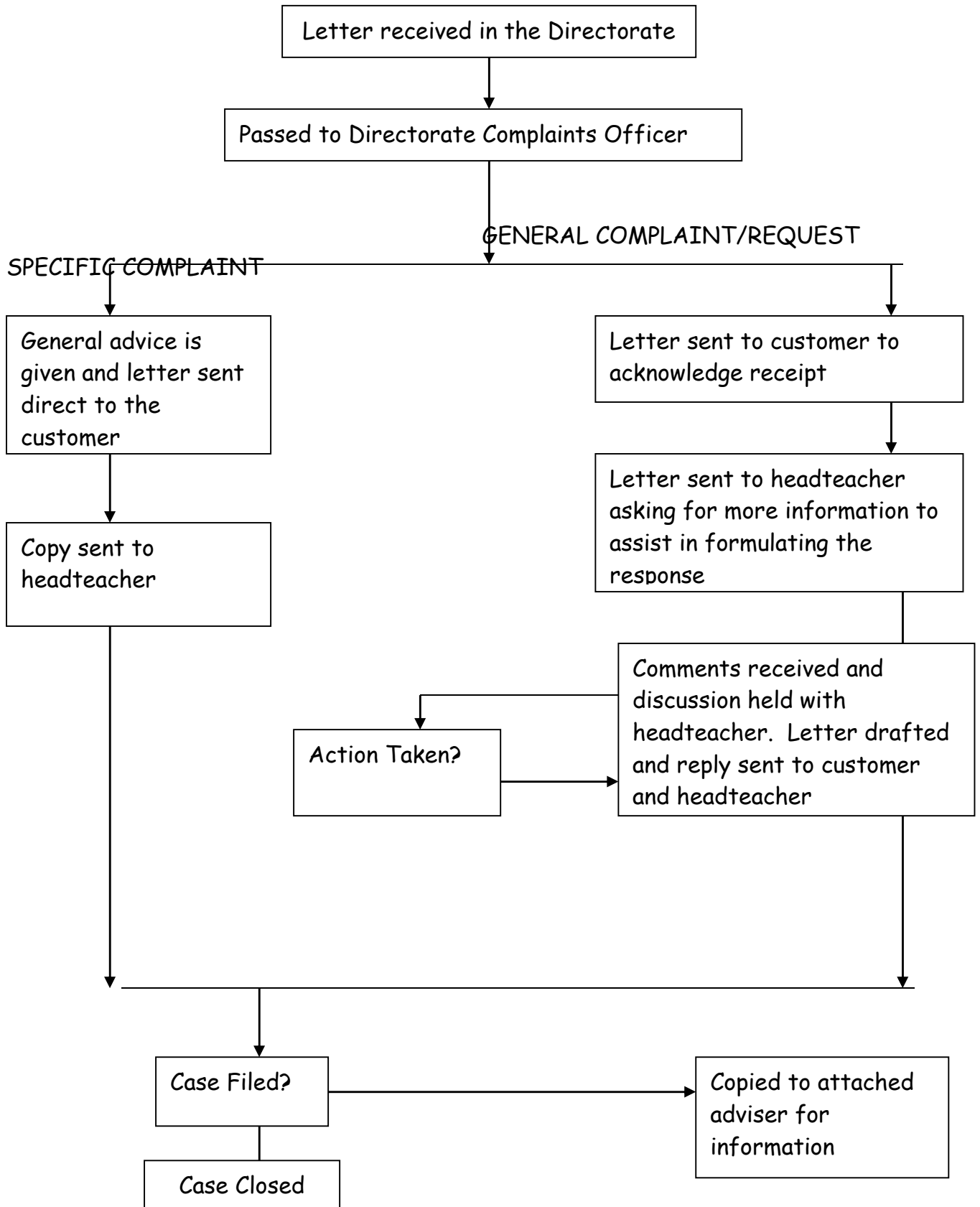
**Date:**

# COMPLAINTS ABOUT SCHOOLS

## 1. WRITTEN COMPLAINTS

Written complaints can come from a number of sources, usually parents, solicitors or councillors.

The following flowchart outlines the normal events.



## COMPLAINTS ABOUT SCHOOLS

### 2. VERBAL COMPLAINTS

Verbal complaints can be received direct at the public reception counter or more usually over the telephone

