

Complaints Guidelines

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Complaints Guidelines

The Children Act (1989) states that there must be in place a compliments and complaints procedure followed where a parent has a complaint about the service.

The Nursery School aims to provide a quality responsive service to children and families, and will fully and promptly investigate any complaint or allegation. We would always endeavour to deal with any complaint or issue sensitively and professionally.

Both constructive positive and negative feedback is always welcome from all service users as this will aid staff in ensuring that the service being delivered is meeting the needs of families and children. Such feedback will also help to shape future planning of service delivery, improving the offer of the Children's Centres.

Procedure for Dealing with Complaints

Most complaints can be quickly resolved by talking to the teacher or member of staff concerned. To do this you can contact the school to arrange a time to meet with the person concerned and discuss the problem. If you cannot resolve the matter directly, you should take it up with the Headteacher. Again, you can do this by contacting the school and arranging an appointment. It would be helpful if you could put your concerns in writing and let the Headteacher see them before you meet so that he/she is able to look into the matter and inform you of the situation at the meeting.

In a very small number of cases, the matter may not be resolved even with the involvement of the Headteacher. When this happens, the complaint should be directed to the Governing Board. In most cases, this means putting your complaint in writing to the Chair of Governors and sending it to him/her through the School. The Chair of Governors will then contact you.

If you do not discuss the matter with the Headteacher, it is not normally possible to proceed further with the official complaints procedure. In this circumstance, you should also put your complaint in writing, stating the reasons why you have not discussed it with the Headteacher, and send it to the Chair of Governors. If the complaint cannot be resolved by the involvement of the Chair of Governors, you can ask for the complaint to be considered by the Governing Board's own Complaints Committee. You must write to the Governing Boards Complaints Committee and will receive a written response within 5 working days. You may attend the panel's hearing which will assemble within 15 working days and you may be accompanied if you wish. Legal representation is not necessary. You will then be informed in writing of the outcome within 15 working days.

The LEA does not investigate complaints directly. If a complaint is made either in writing or verbally to the Director of Children, Young People and Schools or to any officer of the LEA, the Governing Boards of the school is made aware of the complaint and is requested to deal with it through the adopted procedure.

If you are not satisfied with the process of the investigation, (not the outcome), you can make this known to the Director of Children, Young People and Schools. However, further action can only be taken if it can be demonstrated that the agreed procedure has not been followed, or if the Governing Board has not correctly exercised its functions. Ultimately, you can complain to the Secretary of State for Education and Employment if you feel the Governing Board or the LA has not reasonably exercised its function.