



# Policy for complaints

The Governing Body of St. Paul's Nursery School endeavours to write and adopt policies that are fully inclusive for all children / staff / parents / carers / governors and members of the wider community.

Policy approved by Governors: April 2016

Signature of Chair of Governors: see hard copy

Date for renewal: 2019



## **St. Paul's Nursery School Aims**

We believe that all children should be excited about and enjoy their learning, and should be appropriately challenged in order to make good progress and do the best they can, within a caring and sharing environment

We aim to provide:

- a setting where children are seen as individuals, where their needs are identified and responded to and where they are given the best possible chance to fulfil their talents;
- a safe, happy and secure environment where children can learn to be independent and take responsibility;
- a broad, balanced and exciting curriculum, which offers a wide range of opportunities to develop children's abilities in all areas. We want children when they leave nursery, to be happy, rounded young people who are confident, will always try their best, have questioning minds and have respect for people and the environment around them;
- a positive ethos where everyone is valued and achievements, however small, are celebrated.

## **Policy and procedures for complaints**

St Paul's Nursery School believes that children and parents / carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery school and will give prompt and serious attention to any concerns about its running. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### *How to complain*

#### **Stage 1**

Any parent/carer who is uneasy about an aspect of the nursery school provision, first of all talks over his/her worries and anxieties with:

- a) The child's Key Person or room Team Leader
- b) The Headteacher or in his/her absence the teacher in charge

Any parent who requires a written response to their concerns should request one at this stage.

## **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves on by making a formal complaint in writing (forms available in the nursery school) to the Headteacher who will investigate the complaint. The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed within 5 working days.

## **Stage 3**

When a formal complaint has been fully investigated, the Headteacher should ensure that the person who made the complaint is informed, in writing, of the outcome.

## **Stage 4**

If the person who made the complaint is not satisfied with the outcome of the complaint, they should contact the Chair of Governors and the local authority who will investigate the matter further.

## **Stage 5**

If the complainant still remains dissatisfied after an internal investigation has taken place, they are entitled to take their complaint to Ofsted. Contact details for Ofsted are:

OFSTED  
Early Years  
Dukes Court  
Dukes Street  
Woking  
Surrey  
GU21 5EP  
Tel. 0845 601 4772

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