



# Complaints Policy

Revision History:			
Revision No.	Version	Date	Reason for amendment
		21.6.16	

## 1. PURPOSE

Rebecca Cheetham aims to provide the highest quality education and care for all our children. We aim to make every individual welcome and provide a warm and caring environment which allows children to learn and develop their skills as they play. We believe children and parents/carers are entitled to expect courtesy and respect and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community and we welcome suggestions on how to improve our Nursery at any time.

## 2. SCOPE

Rebecca Cheetham is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Nursery's formal Complaints Procedure. It will be displayed on the premises at all times.

Where the policy refers to parents it should be taken to mean parents or carers

### **3. RESPONSIBILITIES**

#### **Governors**

The Governing Body will monitor and review annually the nature of formal complaints and the school's response to them, to ensure that the school is effectively meeting the expectations of parents and the local community.

#### **All Staff**

There is an expectation that all school staff dealing with a person making a complaint will act in a courteous and respectful manner. All complaints will be taken as a matter for serious concern. The school also expects that the person making the complaint will also conduct themselves in a courteous and respectful manner. At every stage of the complaints procedure all correspondence, statements and records of complaints must be kept confidential. Aggressive behaviour towards a member of staff will not be tolerated under any circumstance.

### **4. PROCEDURES**

#### **The Process of Raising a Complaint**

Complaints may be made in person, by telephone or in writing. A person with a complaint should normally seek to contact the member of staff responsible regarding the relevant issue. However, all staff will endeavour to seek to help, even when the issue is not that individual's area of responsibility. Care will be taken to:

Clarify the nature of the complaint.

Clarify the outcomes sought.

Check whether the person making a complaint requires support of any kind, for example with language difficulties.

Explain the complaints procedure.

**The school does not encourage anonymous complaints and may not undertake to act on any information received in this way. The information will be recorded and a decision made as to what action, if any, is to be taken.**

#### **Mediation**

If no satisfactory outcome is reached within 28 days, or the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Head Teacher. The parent may have a friend, relative or other supportive party present if required, whilst the Head Teacher may have a colleague present and an agreed written record of the discussion should be made.

Most complaints should reach a satisfactory resolution at this stage.

If the matter is still not resolved, it may be helpful to invite the Chair of Governors to help reach a resolution, as they should be acceptable to both parties to listen to both sides and offer advice. The Chair of Governors has no legal powers but can help to clarify the situation. The Chair of Governors can help to define the problem, revive the action so far and suggest further ways in which it might be resolved.

All meetings will be kept confidential and agreed written records of any meetings are kept. Complaints will be on file for three years.

#### **The Role of the Local Authority**

In some circumstances, it may be necessary to involve the local authority who have a duty to ensure laid down requirements are adhered to. The local authority would become involved if a child appears to be at risk. In these cases both parent and school would be informed, to ensure a proper investigation of the complaint followed by appropriate action.

#### **OFSTED Involvement**

A parent has the right to contact the Ofsted helpline if they so desire. Providers must provide, on request, a written record of all complaints made during any specified period and the action which was taken as a result of each complaint.

### **5. RELATED DOCUMENTS**

Complaints to Ofsted about schools document.