

# Gloucester Nursery School



## Complaints Policy

Adopted by the Governing Body: 30<sup>th</sup> June 2020

Review date: June 2022

## **A Mission Statement**

Staff at Gloucester Nursery School work with many children and families and have a wide range of information about them. The aim of this policy is to set out clearly for staff, parents/carers and external agencies how concerns and complaints are dealt with by Gloucester Nursery School.

### **1. Introduction**

Gloucester Nursery School is committed to providing a high quality service and achieving the highest standards of conduct. If there are times, when parents/carers feel that is not the case, the School's Senior Management Team needs to know, so that it can explore how to improve.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important, for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. The nursery takes informal concerns seriously and makes every effort to resolve the matter as quickly as possible. Nonetheless, there are occasions when complainants would like to raise their concerns formally. In those cases, this formal procedure should be invoked through the stages outlined within it.

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions). Schools must not limit complaints to parents or carers of children that are registered at the school.

### **2. Our Principles when Dealing with Complaints**

We aim to make sure that:

- If there is a need to complain, the process is as easy as possible
- Complaints are treated seriously however made
- Complaints are looked into impartially, thoroughly and fairly
- Complaints are dealt with honestly, promptly, politely and confidentially
- Complaints are responded to within a reasonable amount of time
- The response is relevant to the complaint
- The complainant is informed of the outcomes of any investigation and any action taken or to be taken
- Complainants get a full and clearly written reply to formal complaints within 28 working days and will be told what the nursery will do to put things right, if that is appropriate.

### **3. Definition and types of complaint**

A complaint is an expression of dissatisfaction about the quality of services that are provided by the Gloucester Nursery School. The dissatisfaction may be with the provision, a piece of work carried out or a policy.

Examples of types of complaints:

- Inappropriate provision to meet a need
- Mistakes in administration or the provision of a service
- Failure to provide an agreed provision
- Discrimination against a service user
- Offence or upset caused by an employee of Gloucester Nursery School
- A policy disadvantaging a service user
- Issues arising out of the application of a policy.

### **4. Before Complaining**

Before a complaint is made, parents/carers are encouraged to raise any query and/or concern with the staff who provide the provision, or alternatively with the Officer Manager. The vast amount of issues are dealt with informally in this manner.

### **5. Informal Complaints**

Should the issue not be dealt with to the satisfaction of the complainant, they should raise it with either the Headteacher at Gloucester Nursery School. They will look informally into the situation and communicate with the complainant. They will record the issue and its resolution.

### **6. Formal Complaints**

Should an informal complaint not resolve the issue, then a formal complaint may be made to the Headteacher. It may be done in person, by telephone, in writing or by email. If the Headteacher is the subject of the complaint, the Chair of the Board of Governors will complete this stage of the process.

The Headteacher will:

- Acknowledge receipt to written complaint within 7 days of receipt
- Formally investigate the complaint in detail and record the information in full
- Communicate the findings in writing within 28 days with an outcome
- If that is not possible, inform the complainant of the delay and the reasons for it
- Establish if the complainant is content with the outcome

At every stage of the procedure the complainant will be kept informed as to the progress. If a complaint is made by telephone, the Headteacher will complete the complaint form and forward it to the complainant to ensure accuracy. Further telephone conversations and any subsequent meetings, will be recorded and added to the file, stating dates and times.

If there is no resolution at the end of this stage, the Headteacher will ensure that the complaint is investigated further by a panel of two members of the nursery's Board of Governors. The appropriate panel will meet within one calendar month of the complaint being brought to their attention. The panel will hear the complaint, decide on its merits and make recommendations about its resolution. It will record its decision and any agreements reached. The nursery's staff members will be bound by the decision of the panel. The substance and outcome of any complaint, which is brought to such a panel will be reported to the Governing Body in full at the meeting which follows the panel's hearing of the complaint.

Any parent/carer may wish to contact Ofsted at any stage of the process:

Contact details: Tel: 0300 123 1231 E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or in writing to: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

If you are not happy with how the nursery school has handled your complaint, you can contact Northamptonshire County Council or the Secretary of State for Education:  
Contact: The Secretary of State, Department for Education, Sanctuary Buildings, London SW1

You can also access the online form: [www.gov.uk/complain-about-school](http://www.gov.uk/complain-about-school)

Please be aware that neither the Secretary of State nor Ofsted are likely to investigate individual issues but they can inspect the school's policies and procedures and make sure these have been followed.

## **7. Safeguarding**

If a complaint indicates any safeguarding implication or if it is actually an allegation in respect of the conduct of one or more staff members, it will be reported to the relevant local authority or to Ofsted as appropriate to the circumstances.

## **8. Records of complaints**

Letters of complaint and responses to them are kept on file along with any records of investigations of complaints and their outcomes.

## **9. Monitoring complaints**

Complaints are reviewed annually by the nursery's Governing Body.

## GLOUCESTER NURSERY SCHOOL COMPLAINT FORM

Completed by:

<b>Complainant:</b>		<b>Child:</b>		<b>Area of Centre:</b>	
<b>How was complaint presented to the Nursery School?</b>		<b>Date:</b>		<b>Time:</b>	
<b>Details of Complaint</b>					
<b>What would the complainant like to happen to resolve complaint</b>					
<b>Details of investigation</b>					<b>Date(s)</b>
<b>Details of response to complainant</b>					<b>Date(s)</b>
<b>Is the complainant content with the response</b>					
<b>Any next steps</b>					

**Investigation and feedback by:**

**Name**

\_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature**