

The Roche Nursery Schools

Policy on Complaints

(Summer Term 2017)

(Review date: Summer Term 2018)

A strong partnership with parents and carers is of utmost importance at The Roche School. In order for the Nursery to run well and effectively, parents and staff must work together with the children's best interests always in mind. In the event of a complaint arising the School will take immediate measures to deal with the complaint quickly and appropriately.

Informal Complaint Procedures:

Before making a formal complaint, please check the details of the cause of your concern with your child's key teacher. This can often resolve the problem.

If you don't feel that the problem has been resolved, you can ask the Nursery Manager for advice.

If you still don't feel that the problem has been resolved, you may wish to take your concern to the Head of Nursery Schools. The main priority is to resolve the matter quickly and calmly. It is likely that a problem will become more difficult to solve as more people become involved. Try to involve just the people who you feel may help solve the problem.

If the concern has not been resolved follow the formal complaint procedures outlined below.

At this level it is important that everyone involved is clear about the procedures and the nature of complaint, so you should make important points in writing.

Formal Complaint Procedures:

Stage 1

Write to the Head of Nursery Schools saying that you are making a formal complaint. Say what the complaint is, with all relevant details, your name and how you can be contacted. If your complaint is about the Head of Nursery Schools, go straight to Stage 2.

The Head of Nursery Schools should acknowledge your letter within 5 school days*. She will look into your complaint and decide the best way of solving the problem. Hopefully you will be able to accept the Head of Nursery Schools' guidance.

If this does not resolve your complaint, or if the Head of Nursery Schools has not offered a way forward within 15 days of your writing to the school, you can go to Stage 2 of this procedure.

Stage 2

If Stage 1 of the complaints procedure did not solve the problem, or if your complaint is about the Head Teacher, you can put the problem before the Principal. The Principal should acknowledge your letter with 5 school days*. He/She will look into your complaint and decide the best way of solving the problem. Hopefully you will be able to accept the Principal's guidance.

Stage 3

If Stage 2 of the complaints procedure did not solve the problem, or if the Principal did not respond, or if your complaint is about the Principal and a parent wishes to invoke stage 3, parents should make this request within 2 weeks for the outcome of Stage 2 to the Secretary to the Governors who has been appointed by the Governors to call hearings of the Complaints Panel. The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three people appointed by the Chairman of the Governors. People appointed will not be directly involved in the matters detailed in the complaint, of which one will be independent of the management and running of the school. The Secretary of the Governors, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as possible and normally within seven days. You can attend the hearing, and be accompanied if you wish by one other person and this person can be a relative, teacher or friend.

If the Panel deems it necessary, it may require that further particulars of the complaint or any other related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.

The Secretary to the Governors will take a written record of the meeting and this will form the minutes of the meeting which shall be shared the parent(s) within five days of the panel hearing.

Stage 4

If you are not satisfied with the outcome of the complaint made in accordance with Stage 3, the final step is to contact Ofsted. Their contact details are on display around the school and are outlined below as follows:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel. 0300 123 1231
enquiries@ofsted.gov.uk
www.ofsted.gov.uk

*A letter sent close to the start of a school holiday may not be dealt with until the school re-opens.

General Issues:

Anonymous complaints

Anonymous complaints cannot be dealt with by the formal procedure detailed in this booklet.

Confidentiality

All complaints are dealt with in confidence, with information only being given to those people who need to know.

Lobbying

No one should lobby or put pressure on a person responsible for investigating a complaint.

Special Circumstances

At times it may be necessary to change the way a complaint is dealt with. This could be because of the nature of the original complaint or because additional information comes to light.

Other ways dealing with a complaint include:

- Staff disciplinary action
- Criminal investigation
- Child protection investigation

If this is the case, the Head of Nursery Schools must let you know in writing with the minimum of delay. You should be told what the procedure will be and what the outcomes might be.

Withdrawal of complaints

You may withdraw your complaint at any time. If possible, you should write to the person who was last dealing with the matter. You will then be sent a written acknowledgement of the withdrawal of the complaint.

The Roche Nursery School's Senior Leadership team is comprised of:

Dr. James Roche	Principal
Gabriella Emery	Head of Nursery Schools
Lisa Christou	Nursery Manager – Keswick House
Luci Ducker	Nursery Manager - Wandsworth
Pollyanna Maclachlan	SENCo

A summary of the stages in this school's complaints procedure

The diagrams on the following two pages provide summaries of both the informal and formal procedures detailed in this Policy. This is only a summary and you are advised to ensure that you have read the relevant section of the guidance in detail before starting out on any of the stages. Please remember that it is normal and expected that each stage will

be followed in sequence. It is also expected that there will be good reason to move on to the next stage in the procedures.

INFORMAL PROCEDURES

FIRST STEP:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Discuss the problem with the key teacher.	The member of staff concerned will help to ensure you have all the relevant details.



SECOND STEP:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Discuss the problem with the Nursery Manager.	The member of staff concerned will help to ensure you have all the relevant details.



THIRD STEP:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Discuss the problem with the Head of Nursery Schools.	The Head of Nursery Schools will help to ensure you have all the relevant details.

Please note:

If your complaint is about the Head of Nursery Schools, please discuss the problem with the Principal.

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FORMAL PROCEDURES

STAGE ONE:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Write to the Head of Nursery Schools stating that you are making a formal complaint. State your complaint; give all relevant details, your name and how you may be contacted.	You should receive an acknowledgement within 5 school days and the Head of Nursery Schools' findings within 15 school days.

If you are not satisfied with the findings of the Head of Nursery Schools or if your complaint is about the Head of Nursery Schools please go straight to Stage Two.

STAGE TWO:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Write to the Principal stating that you are making a formal complaint. State your complaint; give all relevant details, your name and how you may be contacted.	The member of staff concerned will help to ensure you have all the relevant details.

If you are not satisfied with the findings of the Principal or if your complaint is about the Principal please go straight to Stage Three

STAGE THREE:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Request a hearing before a panel.	You should receive a copy of the panel's findings and recommendations within 5 school days of the date of the hearing.

If you are not satisfied with the findings of the panel

STAGE FOUR:

WHAT YOU SHOULD DO:	WHAT WILL HAPPEN:
Contact Ofsted. State your complaint; give all relevant details, including the steps you have already taken to resolve the issue. You will also need to include your name and contact details.	The member of staff concerned will help to ensure you have all the relevant details.