

Chapel Street Nursery School Compliments and Complaints Procedure

Approved by GB	Date: January 2019
Signed by Chair	Signature: M. S Street
Due for Review	Date: January 2021 (2 yearly)

At Chapel St., we like to be told about how we are doing, whether well or badly. We are always delighted to receive compliments, as we keep them as evidence of a job well done!

If you have a concern or complaint we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint please take it up with the school itself. The local council would not usually get involved in a complaint unless the school had completed its own procedures first.

This complaints procedure is for general complaints. The school must follow other procedures for complaints or appeals about the curriculum, special educational needs provision, exclusions and admissions. Staff disciplinary action, child protection issues or criminal investigations would also need to be handled differently. We can tell you which is the right process when you discuss your concerns with us.

All staff in customer-facing roles must speak fluent English. This includes the ability to speak with confidence and accuracy, using appropriate sentence structures and vocabulary, and understanding customer needs and responding clearly.

If all or part of your complaint relates to English fluency, that aspect will be considered under the council's English fluency duty complaints procedure.

The complaints procedure has four stages. You will be informed about what to do at each stage if you wish to take the complaint further.

Stage one of the process is informal:

If you have a concern about the school, try to talk to someone at the school, preferably the person who is most closely concerned. If you get in touch with one of the governors first of all they can only give you general advice. They may need to ask you to take up your concerns with the member of staff best able to help you, or with the Headteacher.

Your concern can usually be settled quickly and without fuss by contacting the right person in the school. This could be your child's teacher, another member of staff or the Headteacher.

If your concern cannot be sorted out in this way or you are not happy with the way it has been dealt with you should take it to stage 2.

Stage 2

You should complain to the Headteacher who will investigate your complaint. You would normally do this in writing. If your complaint is about the Headteacher you can complain directly to the Chair of Governors, (see stage 3).

The school will let you know that it has received your complaint and a meeting will be held within 5 school days. You will be given the results of the Headteacher's (or Governor's) investigation in writing within 15 school days.

If your complaint has still not been resolved to your satisfaction you may take it to stage 3:

Stage 3

You can complain in writing to the Chair of Governors, care of the school. You should make it clear why you are complaining, who you have already spoken to and what you want to happen as a result of your complaint.

The Chair of Governors will let you know that he or she has received your complaint within 7 school days and will then investigate it

You will be told about the outcome of the Chair of Governors investigation in writing within 20 school days.

If you are still not satisfied after receiving the Chair of Governor's report, you can ask to have your complaint referred to a complaints committee of the Governing body at Stage 4.

Stage 4

You can write to the clerk to the Governors, care of the school. You should say exactly why you are unhappy with the Chair of Governors findings and ask that a complaints committee be set up to look at the complaint.

The committee will meet within 10 school days after the clerk to the Governors receives your letter. You will be told in advance about the process and what will happen at the meeting of the committee. You can attend and bring a relative or friend to support you if you want to. You will be told in writing about the committee's findings within 5 school days from the date of the meeting.

What to do if you are still not satisfied with the Governing body's decision.

You may believe that your complaint was not handled fairly according to the school's own complaints procedure. In this case you can ask the council to investigate.

You can write to the Children and Learning Department's Performance review manager at this address:

Children and Learning Department
Luton Borough Council
Town Hall
Upper George Street
Luton
Beds
LU1 2BQ

You should explain your complaint and say why you think the school did not follow its complaints procedure properly. Wherever possible you should give evidence for your reasoning.

The performance review manager will acknowledge your letter within 3 working days and let you know the name of the officer who will investigate the complaint. However, the council cannot do anything until the school itself has finished considering your complaint.

The investigating officer will investigate whether the school has dealt with the complaint properly according to its own procedures but will NOT investigate your original complaint all

over again. The council cannot come to a different judgement on your case if the Governing body has considered your complaint in a reasonable way.

The investigating officer will tell you the outcome of the investigation in writing. If the conclusion is that the school did not follow its procedures properly, the matter will be referred back to the chair of the Governing body. They should then reinvestigate the complaint.

If you believe the council has acted unreasonably, you may appeal to the Secretary of State for Education and Skills:

The Secretary of state for Education and Skills,
Sanctuary buildings
Great Smith Street
London SW1P3BT

The Secretary of State could step in if a Governing body or council had not carried out it's legal duty or had acted unreasonably. The Secretary of State would not do anything until the school and the Council had finished looking into the complaint.

If you feel there has been a fault in the way your complaint has been dealt with, you can take this to the Local Government Ombudsman:

The Local Government Ombudsman
21 Queen Anne's Gate
London SW1H 9BU

The Ombudsman will only investigate where there has been a fault in the way the process was handled by the school or Council. He can investigate complaints about how something has been done. This could be giving the wrong information, not dealing with letters or taking too long to do something. He cannot question what has been done just because someone does not agree with the result. He cannot investigate how schools are run. The Ombudsman could not do anything until the school and the Council have finished looking into your complaint.