



Complaints Policy



OUR MISSION STATEMENT

"To value children as individuals, promote their confidence and their excitement in learning"

Complaints Policy

At Kings Norton Nursery School and Camp Lane Children Centre we believe that communication between home, school and the community in all its forms is valued as an important aspect of developing and securing partnerships on all sides.

The members of staff at Kings Norton Nursery School are always available to exchange information with parents/carers when children are dropped off and collected from the school.

The views and concerns of parents/carers are extremely important to us. It is in the best interests of Kings Norton Nursery School, the staff and the families that complaints are taken seriously, are dealt with fairly and in a way that respects confidentiality.

What should I do when things are going well?

We encourage parents/carers to tell the school what has gone well, to acknowledge the hard work and efforts of their child's group leaders.

What should I do when I have some concerns?

All members of staff want to know as soon as possible if there is something that is worrying you or your child.

What is a complaint?

Basically it is an expression of serious dissatisfaction. It is important that parents think carefully about the issue before calling it a complaint.

Informal Complaint

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. At Kings Norton Nursery School we take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

If there should be any cause for complaint about any aspect of nursery life please discuss this with your child's group leader or then if necessary with the Class Teacher.

If the matter is still unresolved you can discuss it with the Head Teacher.

Where possible, the Head Teacher should attempt to resolve the complaint or concern. They will keep the parent informed of any remedial action undertaken.

If appropriate, the Head Teacher will also enlist the help of the appropriate members of staff to resolve the complaint or concern.

If the Head Teacher cannot sort out the complaint or is the subject of the complaint, the Governing Body may receive the complaint. This should be made in writing to the Chair of Governors.

If the complaint is in relation to staff performance or behaviour, the Head Teacher will refer to and, if appropriate, invoke the Disciplinary policy. In this instance it is likely the complaint will need to be put in writing.

WRITTEN COMPLAINT

If the matter is still not resolved, then a formal complaint in writing can be made to the Chair of Governors. The parent/carer will document the nature of the complaint and their contact details.

Unless the complaint is directly regarding the Head Teacher, the Chair will involve the Head Teacher from the outset, in the investigation of the complaint, communication with the person and its resolution.

In the first instance the Chair of Governors or Head Teacher will respond either in writing or will arrange for a face to face meeting, depending on the nature of the complaint.

Where the first approach is made to a governor, the governor should immediately refer the complainant to the appropriate person and advise the concerned person about this procedure. At each stage, the investigating person will:

- take issues raised seriously, and deal with them sensitively;
- encourage resolution of problems by informal means wherever possible;
- be impartial;
- ensure swift handling within established time-limits while keeping people informed of progress;
- respect people's desire for confidentiality where possible;
- address all the points raised and provide an effective response

- provide information to the school's senior management team.

At each stage, the person investigating a complaint should:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would 'put things right';
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind keep notes of the interview.
- Inform the complainant of the outcome of the investigation.

If the complaint or concern is directly about the Head Teacher, the Chair and one other governor will investigate the complaint and, if appropriate will invoke the disciplinary policy.

A written record will be kept of all communication and meetings regarding the complaint. The final outcome of the complaint will be given in writing to the parent/carer and they will be asked if they are satisfied with the outcome.

All written complaints and their outcomes, are filed in the complaints folder which is locked securely in Kings Norton Nursery School office.

The Governing Bodies Complaints Panel

On receipt of a written complaint the chair of governors will convene a panel of 3 governors drawn from those nominated by the full GB to hear complaints.

The panel can:

- dismiss the complaint in whole or part;
- uphold the complaint in whole or part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to ensure problems of a similar nature do not recur. It is important that the appeal hearing is impartial and that it is seen to be so.

No governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. The aim of the hearing which needs to be held in private will always be to resolve the complaint and achieve reconciliation between the school and the complainant. However it has to be recognised that the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations which will satisfy the complainant that his or her complaint has been taken seriously.

The panel must ensure that proceedings are informal, not adversarial and allow everyone to take part as fully as possible. An effective process will identify areas of agreement, clarify any misunderstandings that may have

occurred and create a positive attitude in which to discuss outstanding issues.

The Chair of the Complaints Panel will notify those involved, in writing of the final outcome of the investigation.

In the unlikely event that the parent/carer and Kings Norton Nursery School are unable to reach an agreement, it may be necessary to involve an OFSTED representative. This would happen if a child appears to be at risk, or if Kings Norton Nursery School did not adhere to the National Standards as set by OFSTED.

CONFIDENTIALITY

At all times it is essential that confidentiality is maintained, in order to protect the rights of employees and other children. The person making the complaint may not be entitled to access of the complete details of the investigation, particularly if the disciplinary process has been applied.

KEY RELATED POLICIES

This list of related policies is not exhaustive:

- Confidentiality
- Health and Safety
- Data Protection Compliance
- Whistleblowing
- Safeguarding children and Child Protection

REVIEW

The Policy will be reviewed, according to the School Improvement Plan, except:

Where Government or LEA Changes necessitate an earlier review

Where a request has come from the Governors or Head Teacher.

Any enhancements to statutory provisions that affect this Policy will automatically be incorporated.

Date for next renewal: Summer Term 2017