



## Compliments and Complaints Procedure

### Compliments

At Hoyle we are always delighted to receive compliments, whether expressed verbally or in writing, about any aspect of our Nursery school. When we receive compliments we know we are doing the right things for you and your child.

### Complaints

Any parent or user who has a concern or complaint should refer the matter to a member of staff who will inform a Senior Manager. The following procedures can then be considered.

#### Informal Stage 1

- Concerns should be dealt with whenever possible by a member of staff or Senior Manager. If the concern cannot be resolved at this stage a complaint should be made to the Head Teacher.

#### Formal Stage 2 – Head Teacher

- In circumstances where the concern can not be resolved by the Head Teacher, a complaint should be put in writing to the Chair of Governors.

#### Formal Stage 3 – Chair of Governors

- In such circumstances where the complaint cannot be satisfactorily settled by the Chair of Governors, there will be a full investigation by the Governing Body's Complaints Committee.

#### Formal Stage 4 – Complaints Hearing Panel

- The Governing Body's Complaints Committee will be charged with seeing the complaint through.
- Once the Committee has heard a complaint and procedures have been followed the matter will be closed.
- If the complainant is still dissatisfied the complainant is advised to write to the Department for Education, School Complaints Unit.

Chair of Governors – Cllr James Daly  
Hoyle Nursery School – 0161 761 6822

