

Aire Valley Nursery Schools Collaboration **Complaints Procedure for Staff and Parents**

Principles

- Everyone has the right to make a complaint
- Any complaint will be treated seriously and with respect
- If the complaint can be resolved at any stage, it will not proceed any further
- The earlier a complaint is resolved the greater opportunity for resolution

Guidelines for making a complaint

Should you need to make a complaint this is what you should do:-

1. Complain Directly To The Person Against Whom You Have A Grievance

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

2. Contact The Person's Line Manager

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

3. Contact the Headteacher/Head of Cluster

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

4. Contact the Chair of Governors - either by letter via the office or by email [Midland Road asrye3@gmail.com](mailto:MidlandRoadasrye3@gmail.com) Strong Close jillgilhome@gmail.com

- Complaints will then be investigated and recorded
- Action will be taken when necessary
- Action may include exclusion from the Centre, suspension and investigation of staff, termination of contracts with outside agencies/business or legal action
- Ideally the complaint will be investigated and completed within 28 days. You will be informed in writing of the outcome
- If, after exhausting all the channels, you are still not satisfied with the way your complaint has been handled you have a right of appeal to the Governing Body.

All staff should ensure that the Head of Centre is aware of all complaints/concerns from parents. We will maintain a record of all complaints from Stage 2 on Incident forms and the outcomes - this is for awareness raising and will not automatically result in Senior Management involvement.

**N.B. PLEASE NOTE THIS PROCEDURE DOES NOT REPLACE
PARENTAL RIGHTS TO COMPLAIN TO OFSTED and
ALL COMPLAINTS WILL FOLLOW ALL RELEVANT
LOCAL AUTHORITY GUIDANCE E.G. GRIEVANCE PROCEDURES**

REVIEWED February 2018

If you are unsure who to speak to please contact our main office who will advise you