

**THE JORDANS NURSERY SCHOOL
COMPLAINTS GUIDANCE FOR PARENTS
2015 - 2016**

COMPLAINTS GUIDANCE FOR PARENTS

At The Jordans Nursery School, we take pride in our openness and in the quality of the teaching and care provided to your children. We welcome suggestions and comments from parents and take seriously complaints and concerns which they may raise. If parents do have a complaint, they can expect it to be treated by the school in accordance with this policy.

A complaint will be treated as an expression of genuine dissatisfaction which needs a response.

We wish to ensure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we listen to complaints and take them seriously
- We take action where appropriate
- All complaints are reviewed on a regular basis

Stage 1 – Informal resolution

“How should I complain?”

We hope that most complaints and concerns will be resolved quickly and informally. If you have a complaint, you should normally contact your child’s team leader or, if you prefer, one of the principals. This can be in person, by letter, telephone, by writing in the complaints book in the office or classroom, or via email. In many cases, the key teacher or principal will be able to resolve the matter to your satisfaction quickly and with the minimum of fuss. If the team leader cannot resolve the matter alone, it may be necessary for her to consult one of the principals.

Complaints made directly to the principals at this stage will normally be referred to the relevant team leader as part of the consultation in order to understand the matter raised; unless the principal deems it appropriate to deal with the matter personally.

The team leader will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within five working days or in the event that a satisfactory resolution cannot be reached, then you will be advised to proceed to **Stage 2** of this policy.

“I don’t want to complain as such, but there is something bothering me.”

The school shares with you the best interests of your child and we want to hear your concerns. Contact your child’s team leader, as described above.

“I am not sure whether to complain or not.”

If, as parents, you have concerns, you are entitled to complain. If in doubt, you should contact your child’s team leader, who is there to help.

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Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then you should put your complaint in writing to the principals. They will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the principals will meet or speak to the parents concerned, normally within two working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the principals to carry out further investigations.

They will keep written records of all meetings and interviews held in relation to the complaint.

Once the principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and you will be informed of this decision in writing. The principal will also give reasons for her decision.

“What happens about confidentiality?”

Parents can be assured that all concerns and complaints raised will be treated seriously.

Correspondence, statements and records will be kept confidential except in so far as is where any other legal obligation prevails.

You are welcome to contact your school to request the number of complaints that there have been during the last 12 months.

The school recognises the mutual benefit to be gained from open and honest communication. We acknowledge your entitlement to complain and we hope to work with you in the best interests of the children whom you have placed in our care.

“What if I am not satisfied with the outcome?”

If parents are still not satisfied with the decision, they are entitled to contact OFSTED and they will take any necessary action/investigation.

The number is **0300 123 1231** or web:

www.ofsted.gov.uk/Ofsted-home/About-us/Contact-us/Contact-Ofsted

This policy will be reviewed annually.

Reviewed Jan 09

Jan 10

Jan 11

Jan 12

Jan 13

Jan 14