



POLICY FOR COMPLAINTS

Written By: Nursery Manager

Date approved by Directors:

Signature: _____

Date for Review: September 2018

COMPLAINTS POLICY

1. Introduction

- 1.1. Charters Ancaster has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be seriously treated by the Nursery in accordance with this Procedure. Responding to complaints will be given the highest priority by the school and will be dealt with comprehensively.

2. Stage 1 – Informal Resolution

- 2.1. It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint they should normally contact their son/daughter's Key Worker or Room leader in the Nursery in the first instance. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Key Worker or Room Leader cannot resolve the matter alone, it may be necessary for her to consult the Management Team or Nursery Manager before returning to the parent.
- 2.2. Complaints may be made directly to the Nursery Manager personally. The recipient of the complaint will make a written record for the child's file of all concerns and complaints and the date on which they were received. Should the matter not be resolved within a working week or in the event that the Manager and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 of the Procedure. Records of each complaint are kept in a central Complaints Log by the Nursery Manager. Any complaints about the Nursery Manager should be directed to the Chair of Directors. (Mr M Crump)

3. Stage 2 – Formal Resolution

- 3.1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Nursery Manager. She will decide, after considering the complaint, the appropriate course of action to take. In most cases, she will meet with the parents concerned, normally within seven days of receiving the formal complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- 3.2. It may be necessary for the Nursery Manager to carry out further investigations. She will keep written records of all meetings and interviews held in relation to the complaint. Once the Nursery Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. This decision will be communicated to the parents in writing in any event within fourteen days of the initial formal complaint. Reasons for the decision and actions taken as a result by the Nursery will be given. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

4. Stage 3 – Panel Hearing

- 4.1. If the complaint fails to be resolved by the Nursery Manager, the complaint should be made in writing to the Board of Directors. The Board must consider all written complaints within 3 weeks of receipt. It arranges a meeting to discuss the complaint and invites the person making the complaint to attend that meeting. The school gives the complainant at least 3 days notice of the meeting and informs them that they are entitled to be accompanied to the meeting

should they so wish. The Chairman of the Board of Directors will convene a Complaints Panel with a minimum of 3 persons, none of whom should be directly involved in the complaint. One person on the panel hearing will be the Rev Tim Voltzenlogel vicar of St Stephens, as a person independent of the management and running of the school. The panel may make findings and recommendations.

- 4.2. A copy of any findings and recommendations are sent either by post or electronic mail or otherwise given to the complainant and, where relevant, to the person complained about. Copies will be available for inspection on the Nursery premises, by the Board and Nursery Manager.
- 4.3. Parents can be assured that all complaints and concerns will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 25(3)(g) of Schedule 1 to the Education (Independent Schools Standards)(England) Regulations 2010, by the Secretary of State or where disclosure is required by the ISI under section section 109 of the 2008 Education Act, or under other legal authority.
- 4.4. The school will keep a record of all complaints reaching Stage 2 or Stage 3, indicating how they were resolved and detailing subsequent actions taken by the school regardless of whether the complaints are upheld. Details of the number of complaints registered under the formal procedure in the preceding academic year are available on request. The stage at which the complaint is concluded is recorded, whether at Stage 2 or Stage 3.

5. Early Years Foundation Setting (EYFS)

- 5.1. Parents have the option of complaining to Ofsted should they wish. A record of all verbal and written complaints, the action taken and the outcome is held by the EYFS department and kept for 3 years. All written complaints will be investigated and the complainants notified of the outcome of any investigation within 28 days of receiving the complaint.
- 5.2. If parents feel a complaint regarding EYFS is unresolved they can refer it to Ofsted:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
General Helpline: 0300 123 1231
Website: <http://www.ofsted.gov.uk/contact-us/how-complain>

6. Unresolved Complaints

6.1. Parents must use the Nursery's complaints procedure first. The Department for Education (DfE) can't investigate individual complaints about private schools. But it has certain powers as a regulator, if the Nursery is not meeting standards set by DfE for:

- education
- pupil welfare and health and safety
- school premises
- staff suitability
- making information available to parents.

The DfE will consider any reports of a major failure to meet the standards. It can arrange an emergency inspection to make sure that pupil welfare and health and safety are safeguarded and that serious failings are dealt with. For minor complaints, DfE can ask the Nursery inspectorates to take these into account when the school is next inspected. For more information visit their website: <https://www.gov.uk/complain-about-school>

6.2. There is also an Ofsted Whistleblower Hotline:

WBHL

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 3155 (Monday to Friday 8.00am to 6.00pm)

Email: whistleblowing@ofsted.gov.uk

6.3. Other websites that may be useful:

- www.cypnow.co.uk/news (Children and Young People Now)
- www.rights4me.org (created especially for children, which tells them about its work with children and young people and the role of the Children's Commissioner).