



St. Stephen's School  
and Children's Centre  
*Learning for life*

# Nursery School Complaints Policy and Procedures

	Date	By	Role	Ratified	Date
Version 1	January 2010	Janet Mantey & Janet Patterson	Assistant Head Teachers	Governing body	March 2010
Version 2	May 2012	Janet Mantey	Deputy Head Teacher	Governing body	June 2012
Version 3	May 2014	Janet Mantey	Deputy Head Teacher	Governing body	June 2014
Version 4	May 2016	Janet Mantey	Deputy Head Teacher	Governing body	June 2016

## **Complaints Policy and Procedure**

1. If any parent should have cause for complaint they should in the first instance take it up with the child's key person or teacher.
2. If staff feel that a parent is sharing a concern or making a complaint, parents will be informed that it will be recorded in the concerns/complaint book. Both the parent and staff member will sign the recorded statement and proposed next steps. Complaint books are kept in the Front office and deputy head's office.
3. A poster is displayed in the front office stating that if someone wishes to make a suggestion, compliment or complaint they should speak to someone in the office.
4. If a complaint situation is unresolved it will be passed onto the Deputy Head or Assistant Head Teacher who will continue to work in partnership with parents and staff to come to a satisfactory conclusion.
5. If the matter cannot be resolved to their satisfaction, then parents have the right to make an appointment with the Head Teacher, Neena Lall, who will adhere to the Local Authority Complaints Procedure.
6. If you still feel the matter is unresolved, a parent may inform the school office in writing that they wish to raise the issues with the school Governors. A committee of Governors will consider the concerns and respond within 28 days.
7. Making a complaint to OFSTED. A complaint can be made in writing, by telephone, fax or in person to any OFSTED staff.

The Early Years Complaints helpline on:

**08456 40 40 40**  
**OFSTED North Region**  
**3<sup>rd</sup> Floor Royal Exchange Buildings**  
**St Ann's Square**  
**Manchester M2 7LA**