Washwood Heath Nursery School & Children’s Centre
DAYCARE COMPLAINTS POLICY

The Neighbourhood Nursery/Day care aims to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery at any time.

**Making concerns known**

- A parent who is uneasy about any aspect of the Nursery’s provision should first of all talk over any worries with the Deputy Nursery Managers, Natasha Clarke and Claire Savage.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should then put the concerns or complaint in writing and request a meeting with the Head Teacher/Nursery Manager and if still not resolved then the Chair of Governors would be invited in to support the process. Both parent and the Nursery Manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

**Most complaints should be resolved informally or at this initial stage**

If you still feel that the problem has not been addressed you can contact Ofsted either by calling 0300 123 4666 or in writing:

**Ofsted**  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

We believe that most complaints are made constructively and can resolved at an early stage. We also believe that it is in the best interests of the Neighbourhood Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.
Complaints Guidance

Washwood Heath Nursery School a Birmingham Children’s Centre

Guide for anyone with a concern or a complaint

Our day care wants to deal with any issues, concerns and complaints that you have as promptly and effectively as we can, and if you have any concerns we encourage you in the first instance, to go directly to the person who is most appropriate – this will usually be the class teacher or member of staff, or the headteacher.

If you are **not a parent or a guardian of a child attending the day care** you should contact the Headteacher.

The school is required by law to have a complaints procedure that aims to ensure that concerns and complaints are handled in a fair and non-adversarial manner. The procedure is intended to deal with complaints relating to the actions of staff and the application of school procedures where they affect individual pupils **except** in matters relating to:

- curriculum
- a particular exclusion,
- a particular child protection issue
- a special needs statementing issue
- an admission issue

all of which are dealt with under separate procedures. Details of these procedures are available at school.

**The Centre encourages any complainant to make every effort to resolve any concerns informally – please help us to resolve any concerns or complaints that you may have by following these steps.**

Please note:

- any concern or complaint should be brought to the attention of the day care manager at the earliest opportunity; any matter raised more than 3 months after the event will only be considered in exceptional circumstances.

- an anonymous complaint will not be dealt with unless there are exceptional circumstances
Step One – Raising your concern.

It is expected that in most cases the class teacher or member of staff concerned will be able to resolve your concerns without the need to go any further. You can help them to resolve your concerns by arranging to meet him or her at a convenient time, discussing your concerns in a positive atmosphere and allowing them any time that they require in order to investigate the matter further themselves.

Please note that an unreasonable refusal to allow your concern or complaint to be addressed informally may result in the school being unwilling to take the issue any further.

If, having raised your concern with the class teacher or member of staff concerned, you are still dissatisfied, or if the class teacher or member of staff concerned is the subject of your complaint, then you should move on to step two, contacting the headteacher.

Step Two – Involving the Headteacher

The Headteacher may ask you to put your concerns in writing but will usually be able to deal with your concerns face-to-face. The Headteacher will attempt to resolve your concerns using any reasonable means that she / he feels are appropriate: this may involve meeting with you to discuss the matter further, or delegating another senior member of staff to investigate.

The headteacher should be allowed reasonable time to investigate the concern or complaint and gather any information that she / he requires. On this basis you should expect to receive feedback no later than 10 school days after giving the details to the headteacher.

If you are dissatisfied with the feedback from the headteacher, or if the headteacher is the subject of your concern or complaint, then you should move on to step three, contacting the Chair of Governors.

Step Three – Formally Notifying the Governing Body

The Governing Body has responsibility to investigate for ensuring that any complaints formally notified to them are addressed. If you have not raised your concern or complaint with the Headteacher, the Chair may advise you to do so, but otherwise, if you have a complaint and have not already put the details in writing, the Chair will ask you to do so and / or to complete a School Complaint Form.

In cases that require urgent consideration the Chair may deal with the matter exclusively and without delay but usually a designated panel of 3 or 5 governors will be convened to hear your complaint.

The designated governors will hear your complaint on an impartial basis via a panel hearing that must be held in private, and will aim to resolve the complaint and reconcile any differences between you and the Centre.
The conduct and procedure of the hearing is detailed in the school’s Complaints Procedure and you will be given the opportunity to have a friend or representative, and / or a translator present at the hearing if you wish.

The panel will:

- Dismiss the complaint in whole or in part, or
- Uphold the complaint in whole or in part, or
- Where appropriate decide action to be taken, or
- Recommend changes to the school systems or procedures to seek to ensure that problems of a similar nature do not recur.

However, it is recognised that you might not be satisfied with the outcome if the hearing does not find in your favour, and therefore it may only be possible for the hearing to establish the facts and make recommendations.

Following the investigation you will receive written feedback from the clerk including any decisions, recommendations and the reasons for them and, if appropriate, the next steps. This should be issued within ten working days after the investigation has concluded.

**Please note:** if the outcome might lead to action under another procedure or is an internal management issue for the school and therefore the responsibility of the headteacher, you may only be told that appropriate action will be taken.

**This is the final step of the process for the Centre** (except for carrying-out agreed actions) and there is no more that the Centre can do – trying to raise the issue further through the school may force us to treat your complaint as vexatious.

If, despite all stages of the procedure having been followed, you remain dissatisfied, you may take your complaint to the LEA or to the appropriate
Diocesan body, who have a remit to review due process - there is no onus on them to re-open an investigation, etc. if they are satisfied that the Centre has dealt with the complaint appropriately.

Signed: ................................................................. (Chair of Governors)

Date: .................................................................