



Rosemary Nursery School & Children's Centre

Complaint Policy

Rationale:

At Rosemary Nursery & Children's Centre we are committed to working in partnership with parents/carers and members of the community. We welcome the views of all those who enter our setting and we constantly review our practices and policies so that we continue to meet the needs of children, families and the wider community. We understand that at times parents or other stakeholders, may be unhappy with a specific aspect of their children's or their own experience at the setting, and we try to ensure any concerns are addressed promptly, courteously and effectively.

This Policy should not be used by staff, who will use the Grievance Policy. For concerns relating to safeguarding or a whistleblowing issue, the relevant Safeguarding and Whistleblowing policies should be followed.

How will we handle your complaint?

Stage One:

If you are a parent/carers, and you have a complaint about issues relating to your child, you should first report it to your child's key person. It is in everyone's interest that complaints are resolved quickly. All staff are made aware of the procedures, and know what to do if they receive a complaint.

We greatly respect the views of the complainant and if he/she indicates that they would have difficulty in discussing a complaint with a particular member of staff, the complaint can be referred to a more senior member of staff. As the ability to consider a complaint objectively is crucial, any member of staff who feels that they would be unable to do this, can also refer the complaint to a more senior member of staff.

If the complaint concerns the child's key person, it may be referred to the Head teacher or other senior member of staff. If the complaint refers to the setting's policies or procedures, it should be referred to the Headteacher.

If the complaint concerns the Head Teacher, it should be referred directly to the Chair of Governors. In other situations, if the complaint is made directly to the Governing Body, they then refer the complaint to the appropriate member of staff in accordance with this complaints procedure. Governors will not get involved with the complaint (unless involving the Head Teacher) at this stage as they may be needed at a later stage of the procedure.

All complaints must be dealt with in five working days and formal feedback must be given to the complainant verbally or in writing. A record of the complaint and the outcome must be sent to the Headteacher by the staff member, and must be recorded on the Complaints Register.

Stage Two: Complaint Heard by the Head Teacher.

If the complainant is dissatisfied with the way in which the complaint has been handled by the key person or staff member, they can take it to the Head Teacher.

The Head may delegate the task of investigating and collating the information to another member of staff, but not the decision on the action to be taken.

If necessary, the Headteacher will invite the complainant to come and explain their concern. They will be asked if they want to bring a friend or supporter, and will be offered an interpreter if necessary.

The Headteacher will feed back the findings of the complaint within 5 working days, in writing and verbally. The complaint and its outcome will be recorded on the Complaints Register.

Stage Three: Complaint Heard by Governing Body Appeal Panel

If dissatisfied with the outcome of Stage Two, the complainant should write to the Chair of Governors giving details of the complaint. You may wish to use the complaint form attached. The Clerk to the Governors will convene a Governing Body Complaints' Panel.

The Governors' appeal hearing is the last stage of the complaints process and is not convened to merely approve previous decisions, but to look at whether the process was carried out fairly and appropriately and according to the policy.

Individual complaints would not be heard by the whole Governing Body at earlier stages, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The Panel will be three members of the Governing Body (excluding staff), who have had no previous involvement in the case. A Chairperson will be chosen when the panel convenes.

All complaints received by the governors will be acknowledged in writing within five working days, detailing the expected timescales of panel meetings and the final feedback meeting. This will be dependant on the individual details of each complaint.

The invitation to attend the panel will offer the opportunity to bring a friend or supporter and will ask if the complainant has any access needs (e.g. information in a particular format; language interpreters) and this will be provided as necessary.

The Panel will speak to the complainant, Head Teacher and any witnesses separately. The Head Teacher and complainant will be able to read the notes taken from each other's meetings and all other written material.

The remit of the Complaints' Appeal Panel

The Panel can:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not occur.

No Governor can sit on the Appeal Panel if they have already been involved in the complaint or the circumstances surrounding it. The Appeal Hearing will always be independent and impartial.

The Hearing will be held in private. Its aim is always to resolve the complaint and achieve reconciliation between the school and the complainant. The complainant may not always be satisfied with the outcome if the hearing does not find in their favour. If this happens then the Panel will establish the facts and make recommendations in order to satisfy the complainant that his or her complaint has been taken seriously.

The Panel will acknowledge that many complainants feel nervous and inhibited in a formal setting and that parents/carers often feel emotional when discussing an issue that affects their child. The Panel Chair will ensure that proceedings are as welcoming as possible. The layout of the room will set the tone and care will be taken to ensure the setting is informal and not adversarial.

Notification of the Panel's decisions

The Panel will arrange to meet with the complainant again to notify them of their decision and it will also be given to the complainant in writing. If the complainant is not satisfied with the outcome and requests further rights of appeal then they will be given the Children's and Young Persons Service Complaints Department as listed below and the Department for Education and Ofsted addresses for if they are still not satisfied.

The complaint will be logged in the Complaints Register.

Useful Addresses:

CYPS Complaints Department
Bristol City Council
PO Box 57
Room U27 Council House
College Green
BRISTOL
BS99 7EB

Department for Education
Sanctuary Buildings
Great Smith Street
London SW1P 3BT
Tel: 0870 000 2288

OFSTED
Royal Exchange Building
St Anne's Square
Manchester
M2 7LA
Helpdesk: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

Monitoring the Policy

The Governing Body, through the Curriculum & Staffing Committee, will review the policy every three years. There will also be a report to the Governing Body at the end of every year reporting on the number of complaints on the Register and noting any trends or particular concerns. Governors will be informed of the outcomes of any complaints that get to Stage 3.

Reviewed 10th March 2020
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