

# Ronald Openshaw Nursery Education Centre



## Compliments, Concerns and Complaints POLICY

January 2017

Approved by Governors

Signed by:.....

Chair of Governors:..... Date:.....

Minute ref:.....

Head Teacher:..... Date:.....

# Compliments, Concerns and Complaints Policy

## **1 Introduction**

“Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome”. (*EYFS statutory guidance, 2012*)

The school maintains a record of any compliments, concerns and complaints that it receives.

## **2 Aims and objectives**

We aim to be fair, open and honest in giving all complaints and concerns due consideration and to resolve through dialogue and mutual understanding.

The objective of this policy is to deal effectively with complaints, concerns and compliments by putting the interests and welfare of our children above all else.

## **3 Compliments**

If parents/carers have any compliments about the service we provide, the school/setting is always happy to receive these.

We welcome and value any compliments we receive from parents/carers and other parties. Whether offered verbally or in writing, we keep a record of the positive comments we receive. Compliments are encouraging for staff and help us to build on our successes for the future benefit of the children.

## **4 Concerns and complaints**

We are committed to providing a high quality service and building positive relationships with parents/carers, but understand that sometimes concerns and complaints can arise. Concerns and complaints are respected, valued and appropriately responded to. We want to know about any aspect of the service we provide that may be a cause for concern or unhappiness and we will always do our best to resolve any concerns and complaints.

**4.1** We are committed to learning from concerns and complaints and will use these to improve our service.

**4.2** All concerns and complaints will be dealt with sensitively and confidentially. If required, a private meeting will be arranged to discuss these and help to determine how best the matter can be dealt with and the timescale for doing so.

**4.3** We will retain a written record of all concerns and complaints and how they were resolved for three years.

4.4 Parents will be able to access our complaints records if they request this, however all personal details relating to any complaint will be kept confidential and will only be accessible to the party/ies involved.

4.5 Complaints relating to the safeguarding of children are covered separately in our Child Protection Policy.

## **5 General complaints/concerns procedure**

Any parent/carer, member of staff, or visitor who wishes to raise a concern or make a complaint about our services, the conduct of a member of staff, or something they may have seen or heard, can do so by following the procedures:

### **Step One : Talk to the teacher**

- First of all, talk to the teacher concerned. Difficulties can often be sorted out very quickly in this way
- The best person might be the class teacher
- Ask if you can make an appointment to speak with them when they are not taking a lesson
- You can bring a friend to support you
- We hope you can reach an agreement that satisfies you and the school. If you cannot, then you can go to step two

### **Step Two : Meet the Head Teacher**

- Generally this will happen following step one but sometimes complaints may go straight to the Head Teacher because of the seriousness of your concerns
- Make an appointment to meet with Head Teacher (either directly or via the school office)
- Afterwards the Head Teacher will write to you with a decision regarding the complaint
- If you cannot accept this then you can go to step three

### **Step Three : Go to the Governors**

- This will only happen if you have been through both step one and step two
- Ask the school office to arrange a meeting with the governors or write to the Chair of Governors
- Afterwards the Governors will write to you with a decision regarding the complaint

## Timescale

- Talk to the teacher (step one) as soon as you have a concern
- The meeting with Head Teacher (step two) will take place within 5 working days of your request
- Then the school will write to you within 5 working days of the meeting
- Going to the Governors (step three) should take no more than 15 working days to complete

**5.1** In the case of no satisfactory resolution being found, it may be felt necessary to contact Ofsted on 0300 1234 234 or email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## **6 Complaint against a member of staff**

If a complaint is made against a member of staff, a full investigation will be conducted.

**6.1** If the complaint is a serious allegation against a member of staff, whoever receives the allegation will immediately inform the Head Teacher. If the allegation is against the Head Teacher it should be passed immediately to the Chair of Governors

**6.2** The Head Teacher on all such occasions will discuss the content of the allegation with the Local Area Designated Officer in the Children's Planning and Review Team

**6.3** The school will follow the Local Safeguarding Children Board (LSCB) protocol for managing allegations against staff, a copy of which is posted on the Newham LSCB website (<http://www.newham.gov.uk/Services/NewhamLocalSafeguardingChildrenBoard/>)

**6.4** For any complaints that Ofsted contact us about, we will endeavour to:

- provide them with as much information as they require;
- make all information, actions and resolutions regarding the complaint available to Ofsted if the complaint has previously been made to us;
- inform Ofsted in the event of an allegation being made regarding a member of staff.

## **7 Other Complaints**

Some education matters have their own complaints or appeal procedures:

- Special education needs statutory assessments
- School admissions

Please contact:

Newham CYPS, 1000 Dockside Road, London, E16 2QU

## **8 Additional Information**

Parents can get free legal advice on matters relating to children's education at [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

## **9. Monitoring and Review**

There will be on-going monitoring of this policy as some aspects may require amending/updating before the review date should there be any incidents which take place relating to it that give cause for concern

## **Appendix 1**

School Complaint Form

## School Complaint Form

Please complete this form and return it to the school office. You will receive an acknowledgement of its receipt and information about the next stage in the procedure by post.

School Name:.....

Your Name:.....

Relationship with school:.....  
*(E.g. parent of a pupil on the school's roll)*

Pupil's Name:.....

Pupil's date of birth:.....  
*(If relevant to your complaint)*

Your address:.....  
.....  
.....

Contact tel number:.....

Please give concise details of your complaint (including dates, names or witnesses etc), to allow the matter to be fully investigated.  
.....  
.....  
.....

What action, if any, have you already taken to try to resolve your complaint? *(i.e. who have you spoken with or written to, and what was the outcome?)*  
.....  
.....

What actions do you feel might resolve the problem at this stage?  
.....  
.....  
*(You may continue on a separate sheet and attach it if you wish)*

Signature:.....

Date:.....