



## **Grace Owen Nursery School Concerns and complaints procedure**

To be read in conjunction with the Young Children's Service  
A Guide for Parents/Carers about Making a Complaint

### **Advice to families about raising a concern or making a complaint**

At Grace Owen Nursery School we strive to do the best for all the children in our care and their families. Your comments, both positive and negative, will help our ongoing strategic planning. If you have a comment, concern or complaint please contact us or come and talk to us as soon as possible. You can do this by telephone, in person, in writing, by letter or by email.

### **We will ensure that:-**

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be investigated thoroughly and fairly.
- If your complaint is urgent we will prioritise.
- We will provide you with an update at each stage.
- We will accept responsibility and apologise if we have made a mistake.
- You will be informed what we are going to do to put things right.

1. Most concerns and complaints can be addressed by speaking with your child's key person. All staff will make every effort to resolve your problem. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like us to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the staff to understand all perspectives. It may also help to prevent a similar problem arising again.
2. If the member of staff you speak to in the first instance is unable to resolve the matter you can then talk to the room lead and/or the head teacher informally.
3. Stage 1. If you are still not satisfied you can make a complaint to the head teacher. This could be made in writing or by making an appointment to discuss the problem. You can bring a friend or someone else with you to the appointment. Your complaint will be investigated and we aim to inform you of the outcome within 10 school days. You will receive a written response to your complaint, which you may wish to discuss with the head teacher. Please note that governors should not be made aware of a potential complaint as they may be required to sit on a

Panel in the event of a formal hearing (Stage 2) and should be impartial. If your complaint is about the head teacher, please write to the Chair of Governors.

4. Stage 2. If you are still not satisfied you may wish to contact the Chair of Governors who will then invite you to a meeting, which the head teacher may also attend. Please include a clear explanation of your complaint, identify the process you have followed so far, including who you have spoken to and why you are dissatisfied. Please also highlight what you would see as a successful outcome to your complaint. The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors. If the Chair of Governors was involved at Stage 1, another member of the governing body will be appointed to oversee the investigation. Please ensure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. Following the investigation the Chair of the Panel will write to inform you of the outcome of your complaint and any agreed actions to be taken.
5. If you are still not satisfied you may refer your complaint to the Head of Early Years and Childcare Services at Sheffield City Council. Complaints are almost always settled within the School but in exceptional cases it may be required to refer the problem to an outside body such as the Advice and Conciliation Service which is independent of the nursery school.

### **Contact Numbers**

Head teacher: 0114 2722541

headteacher@graceowennurseryschool.org

Chair of Governors: 0

OFSTED (Complaints Helpline):0300 123 1231

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