



St Hugh of Lincoln Nursery School

Complaints Policy

Introduction

It is of great importance that the nursery school should run smoothly and that parents and staff work together in a spirit of co-operation for the benefit of the children who attend it. We welcome suggestions on how to improve the nursery school, and we will give prompt and serious attention to all reasonable concerns about its running. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately; and the following procedure will be followed.

1. If any parents or carers consider that they have cause for complaint, they should speak to their child's key person or the Nursery Manager in the first instance.
2. When a complaint is made to a member of staff, the Nursery Manager should be informed as soon as possible.
3. The Nursery Manager will respond to any complaint as quickly as possible. Discussion will follow with staff and parents to overcome the problem. It is expected that most concerns will be resolved informally at this stage.
4. If any parents or carers consider that their concerns have not been satisfactorily resolved, they are asked to put their concerns in writing to the Nursery Manager and/or to the Chairman of the Management Committee. (Letters for the Chairman of the Management Committee should be sent via the Nursery Office and will be forwarded in confidence by post.)
5. An acknowledgement of the receipt of any written complaint will be made within five working days at the latest.
6. Written complaints will be recorded and dated in the Nursery School's complaints book.
7. After the complaint has been investigated parents will be invited to meet with the Nursery Manager (and with the Chairman or other member of the Management Committee where appropriate) to discuss and resolve the complaint. Parents will be informed of the outcome of the investigation within 28 days of the complaint being made.
8. After a complaint has been resolved the final outcome will be written in the Complaints Book. Any recommendations that may have been made for changes in the nursery school's procedure will be made and noted against the complaints policy.
9. It is clearly understood that parents have the right to make direct contact with the Office for Standards in Education (Ofsted) about any complaint made as set out above, particularly if they consider that they have not received a proper response from the nursery school to their complaint. (Ofsted phone number 08456 404040.)

Signed by (Chairman)

Dated

Review date