Compliments, Comments and Complaints Procedure Policy

Written Autumn 1st half term 2014 Reviewed :- Autumn 1st half term 2024
Next review - Autumn 1st half term 2025 Personnel:- Head teacher, Nursery team, Governors

We believe at Bentilee Nursery School that the key to helping children learn and achieve is to work in partnership with parents. The school commends itself on how we communicate with parents. This policy helps to ensure that Parent's views are used to help us form policy and practice in the school.

Our Family Support Worker will be made available as much as possible in the procedure below to ensure communication is clear and parents feel at ease at all times.

Comments/ Compliments

The Nursery School is very interested in what parents think about the day to day running of the school. To ensure you get your voice heard we will:-

1. always have a member of staff on the door to talk to you when you arrive and leave.
2. have a comments box available in the entrance hall. This will be looked at weekly and if you choose to sign your name we will make sure the comment is answered.
3. send out regular questionnaires to you about communication, parents meetings and the management of the school.
4. set up regular half termly meetings for you to talk to your child's key worker
5. give you the chance to comment on some letters about the information received by including a rip of comment sheet that can be returned to school
6. give you the chance to come and see your child learning through play with "open" afternoons or mornings with a comments book available for you to fill in.
7. Ensure you are aware when there are Parent "drop –in"/ coffee mornings with the Family Support Worker

Complaints procedure

1. If the Nursery School receives a complaint, verbal or written we will ensure that the Headteacher JULIET LEVINGSTONE is informed.
2. We will ensure that the Family Support Worker arranges to see you as soon as possible to talk things through with you.
3. We will also ensure that the parent is given the address and phone number of how to make an appointment with the Headteacher if needed.
4. Depending on the nature of the complaint, the Headteacher will then informally talk to the parent when they come to school with their child. (*The Family Support worker can be present if the parent/s feel it would be beneficial).*
5. If it is more serious the Headteacher will arrange for a formal meeting with the parent/s and the Family Support Worker.
6. If no agreement can be made the next stage will be the parent/s, Family Support Worker and Headteacher to meet with (at least 2 governors) the Chair of Governors, Vice Chair of Governors (and if possible a third governor).
7. Depending on the outcome of the interview the Headteacher can be asked to make a formal report within 2 days, stating actions taken / to be taken. A copy will be given to the parent to sign in agreement.
8. The absolute limit for notification to the complainant of the outcome of the investigation is 28 days
9. If no agreement can be made the next stage will be to give advice to the parents on how they can make a complaint to the authority.
10. In the event of a complaint being made against the Family Support Worker steps 2 to 8 will take place without the Family Support Worker being present. A nominated member of staff could take the place of the Family Support Worker.