

## PROCEDURES FOR MAKING A COMPLAINT AT VANESSA NURSERY SCHOOL

The staff team at Vanessa Nursery aim to work closely with parents for the best interests of the children...sometimes we do not get this right and have a set of procedures for dealing with concerns or complaints. We operate an 'Open Door' approach to parents and carers. If you have something you are concerned about please do not hesitate to speak to a member of the senior management team. If this does not allay your concern please follow the procedures below to have your complaint heard.

### The Four Stages of our Complaints Procedure

#### a) Stage 1 – Informal

At this stage the complaint is dealt with by an appropriate staff member or a member of the School Leadership Team who is not the subject of the complaint.

#### b) Stage 2 – Formal (if unresolved at Stage 1)

The complaint is heard by the Head Teacher.

If the complainant is dissatisfied with the response from the member of staff at Stage 1 they should be advised to put their complaint in writing to the Head Teacher who will deal with it formally at Stage 2. Where the Head Teacher is the subject of the complaint, the complainant should be advised to address it to the Chair of Governors. If the complaint is being dealt with by the Chair of Governors this will bypass Stage 2 and go to Stage 3 of the formal procedure and heard by the Chair of Governors.

#### c) Stage 3 – Formal (if not resolved at Stage 2)

At this stage the complaint is heard by the Chair of Governors (this will be delegated to the vice-chair or other nominated governor, if appropriate).

If the complainant is dissatisfied with the response from the Head Teacher at Stage 2 they should be advised to put their complaint in writing to the Chair of Governors for consideration at Stage 3 of the procedure.

#### d) Stage 4 – Formal (if not resolved at Stage 3)

At this stage the complaint is heard by the Governing Body. This is the final stage of the process.

If the complainant is dissatisfied with the response from the Chair of Governors (or Vice- Chair) at Stage 3 they should be advised that the next stage is to put their complaint in writing to the School Governing Body at Stage 4.

Please ask at Reception for a copy of the full policy if you require one.