



**Kenilworth Nursery School**  
**Complaints Procedure**

**ADVICE AND INFORMATION FOR**  
**PARENTS, CARERS & GUARDIANS**

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Policy Reviewed:	July 2012	Ratified; Autumn 2012
Signed by	Headteacher	Chair of Governors
<b>Review due:</b>	<b>Headteacher</b>	<b>Chair of Governors</b>
<b>June 2016</b>		

Written by Staff and Governors  
 As a result of current Centre and School practice.

# KENILWORTH NURSERY SCHOOL

## Introduction

- 1 These procedures apply to Community and Voluntary Controlled schools.  
  
For information about the arrangements in Church of England and Roman Catholic Aided Schools or Foundation Schools you will need to contact the school for advice.
- 2 The Headteacher, staff and governors of Kenilworth Nursery School want to work with you to establish a good parent/school relationship. They will inform you about the school's policies and your child's progress. However, there may be times when you, as a parent, carer or guardian, will have comments, suggestions or complaints to make.
- 3 Your query may concern the curriculum for which the governors have important responsibilities. On the other hand, it may involve things for which the Local Education Authority is responsible. You may just have a concern about a particular incident which you understand has happened at the school.
- 4 Whatever the issue, the important thing is to talk to someone at the school as soon as you can. It may be all that you need to do to solve the problem. If you are still unhappy after that, this guidance tells you how you can take the matter further. It tells you what will happen and whom to contact.
- 5 Problems are more easily resolved if they are raised as soon as possible after something has happened. The formal procedure only covers complaints about incidents which have happened in the previous three months. This may not apply if there are obvious reasons why the incident could not have been taken up earlier.
- 6 There are some complaints that cannot be followed up through these procedures. Separate procedures exist for complaints, for instance, on staff conduct, admission or exclusion from school, statements of special educational need, and on religious education and collective worship. If you take your concern informally to the school first, the headteacher can advise you if it is a matter which will be dealt with in a different way.

## **Informal Stage: Stage 1**

- 7 If you have a query discuss it with your child's Keyworker and then the Lead Teacher in School or another senior member of staff. They will either respond immediately or as soon as they have the necessary information. You will be given a date by which they will get back to you. Hopefully at this point the issue will be resolved.
- 8 However, if you continue to be concerned you may then wish to speak directly with the Headteacher.
- 9 If you contact a member of the school's governing body, they will ask you to contact the headteacher or the appropriate member of staff. This is to help you start at the right place and leave the governors free to possibly be involved at a later stage.
- 10 The headteacher may suggest that you talk to an LEA officer on 01926 412001.

## **Formal Stage: Stage 2**

- 11 Most complaints will have been resolved by this stage. If you are still unhappy the next step is to make a formal complaint to the governing body.
- 12 You can write a letter or use the form at the end of this booklet to record your complaint.
- 13 You should send your complaint to the Chair of Governors at your child's school. You may wish to keep a photocopy to use later.
- 14 The Chair of Governors or a nominated Governor will review the Complaint to be certain that the matter has been dealt with at Stage 1.
- 15 Your complaint will be acknowledged and you will be asked to suggest dates and times for a hearing. You will be given the opportunity to supply further information in writing at least 5 school days before the hearing.
- 16 The Clerk to the Governors will confirm in writing the time, date and venue for the hearing. You may take a friend or representative with you as well as an interpreter, should one be required.
- 17 Four school days before the hearing the Clerk will send you any papers submitted for the consideration of the Panel including the original complaint.
- 18 At the hearing the Chair of the Panel will introduce the Panel members to you and remind you of the following process for the hearing.
- 19 An opportunity for you to speak to the Panel about your complaint.
- 20 The Governors on the Panel may ask you questions about what you have said or written.

- 21 You will be invited to make a final comment and indicate how you might hope the matter would be resolved.
- 22 You will then be free to leave the school.
- 23 The Panel will invite the Headteacher to join them in order to outline the school's position.
- 24 The Governors on the Panel may ask the Headteacher to join them in order to outline the school's position.
- 25 The Headteacher will have an opportunity to make a final statement.
- 26 The Headteacher will leave the Hearing.
- 27 The Panel will discuss what they have heard and reach a decision.
- 28 The Chair of the Panel will write to you and the Headteacher within three school days of the hearing to let you know the outcome.
- 29 The letter from the Chair of the Panel will tell you how to proceed if you are not satisfied with the outcome.

### **The Local Education Authority: Stage 3**

- 30 If you are not satisfied with the outcome of the hearing at the school you may send your complaint to the County Education Officer.
- 31 Address your complaint to the Complaints Officer, 22 Northgate Street, Warwick, CV34 4SP, within 20 working days of receiving the letter from the governors.
- 32 You should enclose a copy of your original complaint and any other papers. If you want to discuss your complaint you can contact the Complaints Officer (01926 412001). The Complaints Officer will write back telling you the arrangements to deal with your complaint. The complaint will normally be investigated within 20 school days.

### **The Secretary of State: Stage 4**

- 33 If you are still not happy, you can address your complaint to the Secretary of State, Department for Education and Skills, Sanctuary Buildings, Great Smith Street, London SW1P 3BT.
- 34 The Secretary of State will inform you of how your complaint will be handled.

# Complaint Form

When you have filled in this form take it or send it to the Chair of the Governing Body at your child's school marking the envelope PRIVATE AND CONFIDENTIAL.

Please use black ink if possible. Please continue on a separate sheet of paper if necessary.

1 Child's name .....

2 Address .....

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..... Post Code: .....

3 Telephone No: at home: .....

At work: .....

If you do not have a telephone but a friend or neighbour is prepared for their number to be used, please provide their name and number.

Friend/Neighbour's name: .....

Telephone No: .....

4 Name of school .....

5 Brief details of the problem .....

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6 To what date or period of time does your complaint relate?

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7 To whom have you already complained informally and when?

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8 Please give details of any more information you have to back up your complaint, such as letters and reports. If you cannot send photocopies, please send the original paper, which will be photocopied and returned to you.

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9 Do you have a solution that you wish to suggest?

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Signed: ..... Date: .....