

How to Comment or Complain

GUIDANCE FOR PARENTS AND CARERS

October 2015

Feedback about what we do is important to us

It is important to us to know what you think about our services. We try hard to do our very best for all our children and families. Your comments, either negative or positive, help us to review our work in order to improve and develop what we do.

We understand that your child is of the utmost importance to you and therefore we always listen to your feedback and suggestions.

It is always good to know if you like what we do

If you like something that we have done, please let us know by telling a member of staff, sending an email, text or writing a note.

What to do if you are unhappy about something

Please tell us what is worrying you so that we can explain what we are doing or try to put it right. Often, talking to a member of staff can help us to understand your concerns and enable us to resolve issues at an early stage.

However, if you are dissatisfied about the way that we have dealt with your concerns please feel able to complain.

If you wish to make a complaint about Arlesdene Nursery School and Pre-school you may inform Ofsted using the contact details below.

How to make a complaint

When we receive a complaint:

- It will be dealt with politely and in confidence
- It will be looked into fairly and thoroughly
- You will be told the outcome of our investigations
- You will be told what we are going to do to put it right
- You will get a written reply to formal complaints in 28 days

We ask parents and carers to:

Communicate their concerns in a calm and helpful manner

We understand that it can be stressful when you are concerned about something that is upsetting you or your child. However, we are mindful that all staff in the setting have a right to feel safe and to work in an environment free from aggression and verbal abuse. Any aggressive or abusive behaviour of this kind will not be tolerated and will be dealt with firmly.

A copy of our Complaints procedure is available from the School office.

First Stage – Initial Complaint

Most concerns, complaints or potential complaints can be resolved by talking to the member of staff concerned. We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. Please follow the steps below:

- 1) Firstly, please discuss the problem with the relevant member of staff.
- 2) If this person cannot help you, then please see the Headteacher. Please ask a member of staff in the office when the Headteacher is available. We are hopeful that we can sort out most of your concerns in this way.
- 3) If you will feel that the situation is unresolved please see the Headteacher in order to discuss making a formal complaint.

Second Stage – Formal Complaints

If you decide to make a formal complaint, please follow the steps below:

- 1) Fill in a form, which is available from the school office.
- 2) Send the form to the Chair of Governors

The following will then happen:

- ❖ The Chair will arrange for your complaint to be investigated and considered
- ❖ You will receive a reply within 10 working days which will give you a progress report and tell you what will happen next
- ❖ When your complaint has been fully investigated you will be told of the outcome in writing

This process can take up to 28 working days

Third Stage – Complaining about Governing Body Responses

Most complaints are the responsibility of the governing body of the school and will be resolved by them. If your complaint cannot be resolved by this process you can approach the Secretary of State. Further advice is available from the Children’s Legal Centre, the Advisory Centre for Education (ACE) or Family Lives (formerly Parentline Plus). Parents may contact Ofsted (0300 123 1231) if they have a concern about the provision not meeting EYFS requirements.

If your complaint is about Special Educational Needs, the National Curriculum or Collective Worship, you can complain to the Local Authority.

Useful Contact Details

Chair of Governors	The school secretary can tell you who this is and pass on any written correspondence	
Complaints Team (Children’s Services)	www.hertsdirect.org/your-council/hcc/childserv/comments/ email: cs.complaints@hertfordshire.gov.uk	01992 588542
Parent Partnership Service (SEN)	www.hertsdirect.org/parentpartnership email: parent.partnership@hertfordshire.gov.uk	01992 555847
ACE (Advisory Centre for Education)	www.ace-ed.org.uk	0300 0115 142
HertsHelp	www.hertsdirect.org/hertshelp	0300 123 4044
Family Lives	www.familylives.org.uk	0808 800 2222
Carers in Herts	www.carersinherts.org.uk	01992 586969
Children’s Legal Centre	www.childrenslegalcentre.com	01206 873820
Citizen’s Advice Bureau	www.citizensadvice.org.uk	08444 111 444