Complaints Policy and Procedure

for

The ACE Centre Nursery

School

This policy was adopted at a meeting of the ACE Centre Nursery School governors
Held on 29.09.2021
Date to be reviewed Autumn Term 2022
Signed K. Barlow (Chair of Governors)
H. B. Ruff (Headteacher)

Complaints Policy – ACE Centre Nursery School

The ACE Centre Nursery School's values are concerned with meeting the needs of children, parents and others who have a stake in the School. The governing body believes that constant feedback is an important ingredient in self-improvement and raising standards. Children, parents, carers, or other adults who have concerns or complaints should feel that they can be voiced and will be considered seriously. All complainants have the right to be accompanied when making the complaint.

There are various principles behind this policy:

- There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher or staff member, child and parent. If the concern is not resolved by that means then it could become a complaint. "A complaint is an expression of dissatisfaction which needs a response from the Nursery School."
- A complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.
- We will seek to resolve complaints by informal means wherever possible.
- Investigations will be full, fair and swift.
- People will be kept informed of progress and the decisions reached.
- Every effort will be made to respect confidentiality.
- Feedback will be actively sought from those voicing complaints in order to minimise complaints and maximise accountability.

Relationship to other policies

This policy should be read in conjunction with all other school policies.

Roles and responsibilities of headteacher, other staff, governors

The **headteacher** will ensure that:

- this complaints policy and the procedures are made known to all stakeholders through newsletters and the prospectus
- all complaints are dealt with in the first instance by the headteacher or a member of the leadership team, who will document the complaint (names, dates, times, events), acknowledge in writing within three days of receipt, and consult with all those directly concerned
- the complainant receives a written explanation of the action taken within ten working days following the complaint.

All **staff** are expected to encourage children, parents and carers who have concerns to follow the complaints procedure.

The **governing body** will ensure the following.

- If a complainant is not satisfied with the action taken by the headteacher, then the chair of governors will hear the complaint. On receipt of the complaint the chair of governors will inform the headteacher, investigate the complaint, and write to the complainant within ten working days, explaining the action taken.
- Where the complaint is against the headteacher, the complainant may wish to contact the chair of governors first.
- If the complainant is not satisfied with the decision of the chair of governors then a formal complaint may be made to the governing body through the clerk to the governors. Within 15 working days of receiving the written complaint a complaints committee will meet to consider it. The complainant will be given seven working days' notice of the meeting, and may take a friend or other person to provide support at the meeting. Within seven days of that meeting the complainant will be informed of the decision, the reasons for it, and any action to be taken by the school. The decision of the complaints committee is final.
- Where a complainant considers that the school is not complying with the legal requirements of council policy in respect of a pupil's education then the LA can provide the complainant, the governors or the head with further advice.
- Where a complaint is about the governing body this can be referred to the LA. If that fails to produce a satisfactory response it can then be referred to the Secretary of State. If the complaint is upheld and the governing body fails to follow the directions of the Secretary of State, the judgement may be legally enforced.

Arrangements for monitoring and evaluation

Any complaints and the action taken will be documented and a summary reported to the governors by the headteacher at the next governors' meeting, with advice on any implications for policies.

Annex A – Complaints procedures

Annex B – Complaint form for parents/carers or other complainants

Annex A

Complaints Procedures

Within each of the ACE Centre Services, the following procedures should be followed and the complaints form filled out. This form is confidential.

Nursery School

Any complaint should be first directed to a child's key person (if not the subject of the complaint). If the complainant is not satisfied they may wish to speak to the Nursery School Teacher in charge of the session and then to the Headteacher. If the complaint is still unresolved, then the governing body will be involved, following the procedures detailed above.

ACE Childcare, including ACE Extra

Any complaint should be first directed to a child's key person. If the complainant is not satisfied, the complaint should then be referred to the ACE Childcare Manager, then to the ACE Centre Trustees.

Family Sessions

Any complaint should be directed to the senior member of staff present, then to the Headteacher, then to the ACE Centre Trustees.

ACE Preschool

Any complaint should be directed to a child's key person, then to the ACE Childcare Manager with designated responsibilities for ACE Preschool, then if unresolved, to the ACE Centre Trustees.

Administration Team

Any complaint should be directed to the member of staff concerned, then to the Senior Administrator, then to the Headteacher and if unresolved, to the governing body.

Annex B

ACE Centre Nursery School Complaints Form

Please complete and return to Headteacher who will acknowledge receipt and explain what action will be taken. Any information given on this form is done so in complete confidentiality.

Your Name:

Child's name:

Your relationship to the child:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: