

BOLDON NURSERY SCHOOL

Complaints

| Date | Review Date | |
|---------|-------------|--|
| Sept 14 | ✓ Sept 15 | ✓ Sept 16 S Stokoe Sept 17 S Stokoe ✓ Sept 18 A Corrigan, Sept19 |

We believe that this school provides an excellent education and that the Headteacher and school staff work very hard to build positive relationships with all parents and others. However, we are obliged under section 29 of the Education Act 2002 to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We are aware that under the Education Act 1996 parents have the right to complain directly to the Local Authority about any matter relating to the school's curriculum and any issue relating to the general educational that we provide.

We have a duty to publish the complaints procedure in the school handbook and on the school website with hard copies available from the school office.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- To work with other schools to share good practice in order to improve this policy.

Responsibility for the Policy and Procedure

Role of the Governing Body

The Governing Body has:

- a duty to have in place a complaints procedure;
- delegated powers and responsibilities to the Headteacher to ensure all school staff and visitors to the school are aware of and comply with this policy;
- responsibility for ensuring this policy and all policies are maintained and updated regularly;
- responsibility for ensuring all policies are made available to parents;
- responsibility for the effective implementation, monitoring and evaluation of this policy

Role of the Headteacher

The Headteacher will:

- ensure all school staff, children and parents are aware of and comply with this policy;
- provide leadership and vision in respect of equality;
- provide guidance, support and training to all staff;

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- monitor the effectiveness of this policy;
- annually report to the Governing Body on the success and development of this policy

General Complaint

As seen in Plan of System – General Complaints.

Complaint against the Head Teacher

As seen in Plan of System – Complaint against the Head Teacher.

Complaint regarding the Curriculum and General Educational Provision

All curriculum and general educational provision complaints will be dealt with by the Local Authority in line with their set complaints procedures.

Raising Awareness of this Policy

We will raise awareness of this policy via:

- the School Handbook/Prospectus
- the school website
- the Staff Handbook
- meetings with school staff
- reports such annual report to parents and Headteacher reports to the Governing Body
- information displays in the main school entrance

Monitoring and Review

- The Headteacher logs all complaints received by the school and records how they were resolved. Governors discuss this log annually.
- A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

Monitoring the Effectiveness of the Policy

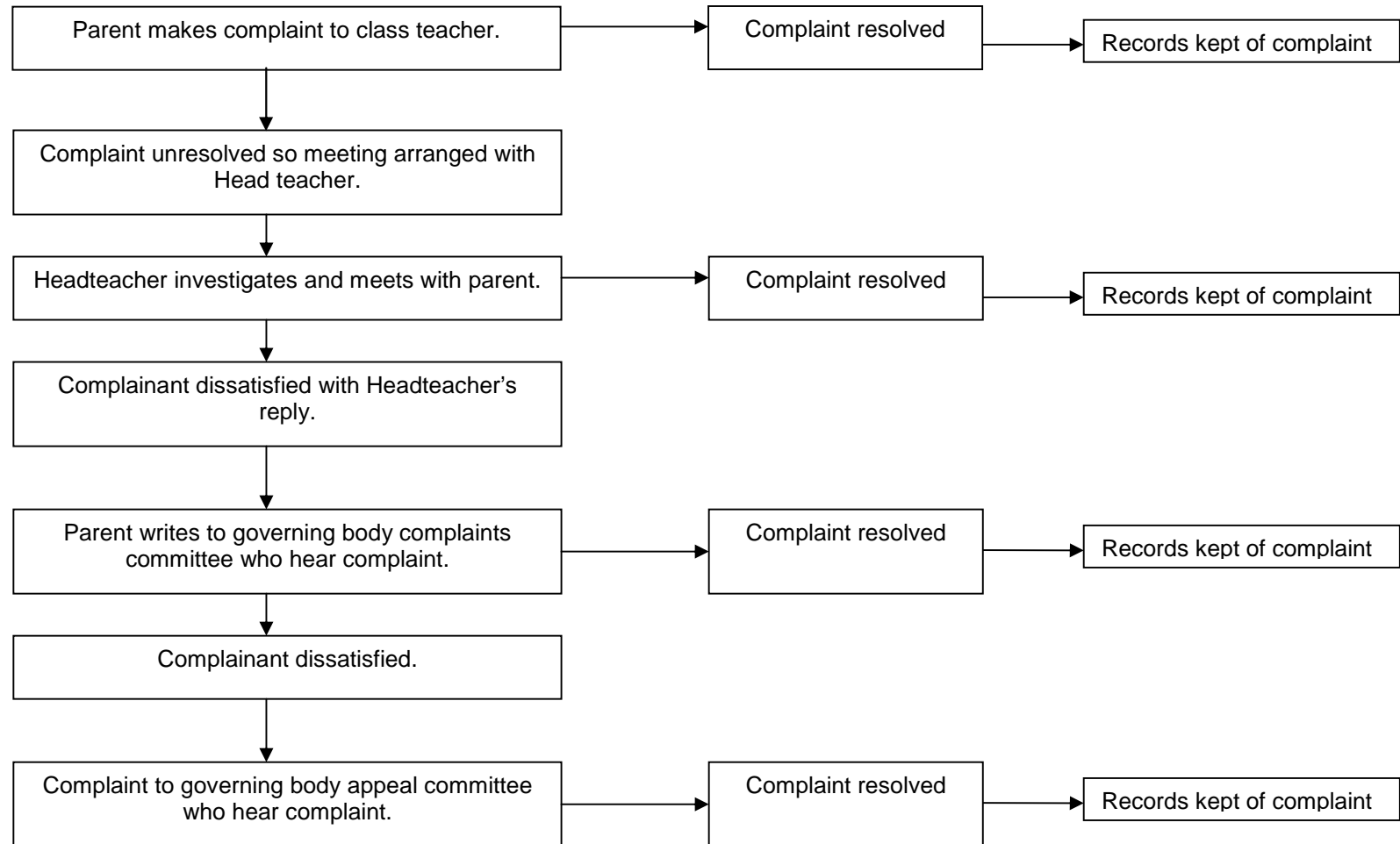
The practical application of this policy will be reviewed annually or when the need arises, by the Headteacher

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement.

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|---------------------------------|--|--------------|--|
| Headteacher: | | Date: | |
| Chair of Governing Body: | | Date: | |

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General School Complaints



If the complaint is not resolved, a parent may make representation to the LEA. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

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Complaint against the Headteacher

