



Complaints Procedure Written statement

Date adopted by the Board of Governors:	October 2024
Date for review:	October 2025

BUSHBURY NURSERY SCHOOL

PARENTAL COMPLAINTS PROCEDURE

All staff at this school support an open working relationship with the parents/carers of the pupils, and encourage discussion concerning any dissatisfaction that may arise with any aspect of the nursery. If there is a problem we aim for it to be settled as quickly as possible for the benefit of the child involved.

We aim to maintain a high level of respect between all adults who use our school so it would be most helpful if these procedures could be followed.

Parents/carers are asked to:

1. Arrange to discuss the issue privately with their child's key worker. If the parent is still dissatisfied, they should tell the member of staff that they wish to take the matter further. If the complainant feels that this is inappropriate, they should speak immediately to the Headteacher.
2. The parent should then request to see the Headteacher who will try to see them on the same day. The Headteacher will discuss the matter with the parent and the member of staff involved and make proposals to resolve the differences. Should the complaint be against the Headteacher, the complainant may feel that it is more appropriate to speak directly to the Chair of Governors.
3. If the matter is still unresolved, the complainant needs to write to the Chair of Governors giving details of the complaint*
4. The complaint will then be taken to the Governing Bodies Complaints Appeal Panel and will be dealt with by them. The chair of the panel will notify the complainant in writing of the panel's response. The letter will also explain further rights of appeal, to Wolverhampton City Council, Ofsted and the final stage of appeal to:

The Secretary of State for Education
The School Complaints Unit (SCU)
Department for Education
2nd Floor, Piccadilly Gate
Manchester
M1 2WD

All issues, whether addressed in person or via the telephone, are acted on promptly and addressed thoroughly.

*A proforma entitled School Complaints Procedure will be issued.