



Kay Rowe Nursery School and Children's Centre

Complaints Policy updated October 2010, updated 2013, January 2015

At Kay Rowe we have an "Open Door Policy" which means that parents are welcome to spend time with their child at nursery or at the Centre and to speak to members of staff about any concerns or anxieties they may have.

Staff welcome feedback, both positive and negative as this enables us to improve the nursery and Centre for all the children and families.

Most worries of concerns can be resolved through talking informally with your child's key-worker or class teacher, or Centre staff. You can also talk informally to the head teacher or Centre Coordinator about concerns you may have.

However there are occasions when parents may have more formal issues they need to raise.

In this instance there is a formal procedure that needs to be followed:

1. Talk over concerns with your child's key- worker, class teacher or Centre staff member- if you feel that they are not able to give the time you need, ask for an appointment at the beginning or end of the day.- most issues can be resolved at this stage.
2. If issues have still not been resolved to your satisfaction, ask to speak to the Head teacher. The head teacher will hear your complaint and take appropriate action if necessary.
3. If you feel that following discussions with the head teacher your issues have still not been resolved to your satisfaction you may write formally to the Chair of governors via the school.

The Chair of Governors will write to you within ten working days. The Governors will then form a complaints committee. The committee will hear your complaint and make a judgement regarding the actions already taken by the head teacher, to see if they were fair and appropriate and make recommendations accordingly.