

Kay Rowe Nursery School



Together a better future

***Kay Rowe Nursery School
and Children's Centre***

COMPLAINTS POLICY

Date: January 2023

Governor's signature: _____

We really want everyone to feel welcomed and valued in our school and Children's Centre. Please come and talk to us if you want to give us some feedback or don't feel happy with our service

Do you want to make a complaint?

We recognise that with the best will in the world, sometimes things go wrong. If you are not satisfied with the service you have received, we need to hear from you. This will help us to fix something that has gone wrong, and it will help us to improve what we do.

We recognise that different types of complaints have to be dealt with in different ways and that while some may be of a serious nature; others are minor matters which are easily rectified quickly and informally. Usually, your best starting point is to speak to a member of staff (e.g. your child's key person or teacher, or member of the Children's Centre team). We hope to be able to resolve most problems quickly, by talking them through like this.

Our "open door" policy

You are always welcome to speak directly to a member of our management team

Sarah Porter - Headteacher

Farida Jasat - Children's Centre Lead (the Children's Centre

Paolina Tempesta - Assistant Headteacher and SENCO

You can also email us or phone us about your complaint – our contact details are at the top of the page.

We encourage regular exchanges of information between staff and users of our services. The staff team welcomes suggestions that may improve the service we are able to provide to our families and the wider community.

Raising concerns and resolving complaints

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Board has adopted a "Complaints Procedure".

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial- no one will be penalised for making a complaint

- Be confidential
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur
- Record complaints in writing together with action taken and outcomes

Please note that services are run by a number of different agencies in the Children's Centre. Sometimes we may ask you if we can pass your complaint onto the relevant manager, if you are complaining about a service which we do not deliver or manage.

There is useful advice about how to complain about schools here:

<https://www.gov.uk/complain-about-school>

Ofsted

You are strongly recommended to follow the complaints policy outlined below before taking your complaint further. However, if you are not satisfied that your complaint about the nursery school has been addressed, you can contact Ofsted directly on 0300 123 1231 (lines are open between 8am and 6pm, Monday to Friday).

Ofsted are unable to investigate a complaint which is about an individual child.

If your complaint is about the behaviour, conduct or actions of a member of staff, it will be passed onto the Local Authority Designated Officer (LADO). You can contact the LADO directly on 020 3373 3803.

Ofsted Parent View

If you are the parent or carer of a child on roll in the nursery school, you can also post your comments about the school on the Ofsted website at www.parentview.ofsted.gov.uk By sharing your views, you'll be helping the nursery school to improve. You will also be able to see what other parents have said about the school.

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Kay Rowe nursery School about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Kay Rowe Nursery School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the headteacher will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the headteacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Kay Rowe Nursery School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the class teacher or headteacher. If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against school staff (except the headteacher) should be made in the first instance, to the headteacher via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to The Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice Bureau to help you.

Contact details

You can email the school office on info@kayrowe.newham.sch.uk phone on 020 8534 4403 or write to The School Office, Kay Rowe Nursery School and Children's Centre, Osborne road , London E7 0PH

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Kay Rowe Nursery School, other than complaints that are dealt with under other statutory procedures, including those listed

below.

Exceptions	Who to contact
<p>Admissions to schools</p> <p>Statutory assessments of Special Educational Needs</p> <p>School re-organisation proposals</p>	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the local authority, Newham Council.</p> <p>Contact Newham Council on 020 8430 2000</p>
<p>Matters likely to require a Child Protection Investigation</p>	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for the Multi-Agency Safeguarding Hub (MASH).</p> <p>Contact Newham Council on 020 8430 2000 Contact the LADO on 0203 3733803</p>
<p>Exclusion of children from school*</p>	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. Our behaviour policy is available on our website</i></p>
<p>Whistleblowing</p>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to</p>

	<p>education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at:</p> <p>www.education.gov.uk/contactus.</p> <p>Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
Complaints about services provided by other providers who may use school premises or facilities	Providers will have their own complaints procedure to deal with complaints about service. Please contact them directly.
National Curriculum - content	<p>Please contact the Department for Education at:</p> <p>www.education.gov.uk/contactus</p>

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Kay Rowe Nursery School in

relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, Kay Rowe Nursery School would aim to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Stages of the Complaints Procedure

Stage 1 Talk to the teacher or key worker

First of all, make an appointment to see the key worker or class teacher. The class teacher will know your child well and may know the details of any incident about which you may have a concern. Please do not try to see the teacher either before or during the school day when they are teaching, preparing lessons or taking the register.

If the complaint is about a class teacher then complaints should be raised with the Head Teacher- who will investigate the issues raised and respond within 5 days.

Should the complaint not be resolved at this stage then we move to more formal proceedings

Stage 2 Complain to the Headteacher

This may be done in person, in writing (preferably on the Complaint Form below), or by email to info@kayrowe.newham.sch.uk or by telephone 0208 534 4403.

Complaints should include the details of why they are dissatisfied about the previous stage and what action they would like to resolve the complaint. The Headteacher will acknowledge the complaint within 5 days and, within 20 days, will set out the actions taken to investigate the complaint and the findings of the investigation.

If the complaint is about the Headteacher the complaint is made to the Chair of Governors. Should the complaint not be resolved at this stage then the process moves to stage 3

(Template complaints form is below)

Stage 3 – Complain in writing to the Chair of Governors (via the school office)

Complaints should include the details of why they are still dissatisfied about the previous stage and what further action they would like to resolve the matter.

The Chair of Governors will acknowledge the complaint within 5 days and, within 20 days, will set out the actions taken to investigate the complaint and the findings of the investigation

Should the complaint not be resolved at this stage then the process moves to stage 4

Stage 4 – Complain in writing to the Governing Board (via the school office)

This is the final stage of the process.

Complaints should include the details of why they are still dissatisfied about the previous stage and what further action they would like to resolve the matter.

The complaint will be acknowledged within 10 days.

The complaint is considered by a panel of Governors who are independent and impartial. On occasions as we are a small governing body we may request the support of an impartial governor/s from our feeder school Woodgrange infants who have agreed to support us in this situation if the need arises. The panel will decide the appropriate action to be taken to resolve the complaint either through examining the written evidence or through meeting the complainant.

The panel may:

- Dismiss the complaint

- Uphold the complaint
- Recommend changes to school systems or procedures to ensure that similar do not occur.

A letter will be sent to the complainant within 20 days of the panel.

This exhausts the procedure. If the complainant is dissatisfied with the process they are able to contact

The Secretary of State for Education
The school complaints unit
Department for Education
2nd floor Piccadilly Gate
Manchester M1 2WD

The unit will examine if the school complaints processes were followed but will not reinvestigate the substance of the complaint.

There is a separate policy for managing serial and unreasonable complaints.

Complaints against governors

Complaints against the chair of governors or any individual governors - complain in writing to the clerk to the governing body care of Education Space (via the school office). The clerk under the supervision of Governor Services at Education Space will then arrange for the complaint to be heard by a suitably skilled and impartial member of the governing body (stage 1) and then a committee of members of the governing body (stage 2).

Complaints against the entire governing body or complaints involving both the chair and vice chair - complain in writing to the clerk as above, who will then determine the most appropriate course of action. This will depend on the nature of the complaint

This may involve sourcing an independent investigator to complete stage 1 and co-opted governors from other schools to hear the complaint at stage 2.

Template Complaints Form

Please complete and return to the headteacher, who will acknowledge receipt and explain what action will be taken.

Your name:
Child's name (if relevant):
Your relationship to the child (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the school about it.

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 who:

Complaint referred to:

Date:

