

# Aire Valley Nursery Schools Collaboration **Complaints Procedure for Staff and Parents**

## **Principles**

- Everyone has the right to make a complaint
- Any complaint will be treated seriously and with respect
- If the complaint can be resolved at any stage, it will not proceed any further
- The earlier a complaint is resolved the greater opportunity for resolution

## **Guidelines for making a complaint**

Should you need to make a complaint this is what you should do:-

### **1. Complain Directly To The Person Against Whom You Have A Grievance**

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

### **2. Contact The Person's Line Manager**

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

### **3. Contact the Headteacher/Head of Cluster**

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

### **4. Contact the Chair of Governors - either by letter via the office or by email [Midland Road asrye3@gmail.com](mailto:Midland Road asrye3@gmail.com) Strong Close [jillgilhome@gmail.com](mailto:jillgilhome@gmail.com)**

- Complaints will then be investigated and recorded
- Action will be taken when necessary
- Action may include exclusion from the Centre, suspension and investigation of staff, termination of contracts with outside agencies/business or legal action
- Ideally the complaint will be investigated and completed within 28 days. You will be informed in writing of the outcome
- If, after exhausting all the channels, you are still not satisfied with the way your complaint has been handled you have a right of appeal to the Governing Body.

**All staff should ensure that the Head of Centre is aware of all complaints/concerns from parents. We will maintain a record of all complaints from Stage 2 on Incident forms and the outcomes - this is for awareness raising and will not automatically result in Senior Management involvement.**

**N.B. PLEASE NOTE THIS PROCEDURE DOES NOT REPLACE  
PARENTAL RIGHTS TO COMPLAIN TO OFSTED and  
ALL COMPLAINTS WILL FOLLOW ALL RELEVANT  
LOCAL AUTHORITY GUIDANCE E.G. GRIEVANCE PROCEDURES**

**REVIEWED February 2018**

**If you are unsure who to speak to please contact our main office who will advise you**