

# **Sir James Knott Nursery School**



## **Complaints Policy and Procedure**

**“Creating strong and lasting foundations for learning”**

**Certified as reviewed and approved by the Governing Body: 8<sup>th</sup> February 2017**

**Next review date:** February 2018 or at the discretion of the Governing Body



### **Complaints policy at Sir James Knott Nursery School**

- All staff must be aware of NT Councils' complaint procedures.
- All efforts should be made to resolve complaints as they arise or within 20 days of the complaint being made.
- The outcome of the complaint should be made in writing or by email if the parent requests this.
- A written provider complaint form (Record Sheet 01) must be completed and kept on file for any complaint that relates to the requirements of the Childcare Register and that has been received from a parent. This record must be kept for a period of 2 years and must include the outcomes of the investigation and the action taken. This file must be made available to Ofsted on request within any 12-month period.
- Where the Head of the Provision is unable to resolve the complaint they should advise the complainant that they may take the matter further through Head Office, the Councils Formal Complaints Procedure and/or by contacting OFSTED. The provision staff must inform the appropriate Manager of the situation.
- Leaflets about the Council complaints procedure must be available to parents/carers in every centre and displayed on the parent/carer notice board. Ofsted's telephone number and address must also be displayed.
- Staff or students with a complaint should first approach their mentor or manager. If this is not possible, the complaint should be taken to another appropriate officer.
- All staff must listen to children's complaints and act upon them. Staff must take into account the ways in which children of different ages are able to express themselves.

**Designated Member of Staff:-** Mr J. Croft, Headteacher

This policy will be formally reviewed by the Governing Body on an annual basis or earlier if new guidance becomes available.



### **Complaints procedure at Sir James Knott Nursery School**

- Where a parent/carer makes a complaint to a staff member, the complaint must be taken seriously and the parent/carer listened to. If possible, the complaint should be resolved at this point. If this is not possible, the parent/carer should be referred to the Headteacher.
- Complaints should always be dealt with in-house wherever possible. However, if this is not possible, parent/carers should be advised of their right to complain further to Head Office, through the Council complaint procedure or through OFSTED. OFSTED can be contacted at: -

OFSTED Head Office  
Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD

Tel: 0300 123 1231

This address and telephone number must be available on the appropriate poster, and on display for parents/carers.

- Staff may approach a more senior manager or other appropriate officer where they believe their complaint has not been dealt with in a suitable way or where their complaint concerns their line manager and they feel they cannot approach them directly.
- Staff should always be aware that even very young children will have views on their care and may display these views in very different ways. It is the responsibility of staff to incorporate strategies into their practice to identify children's views and act upon them.