



Dorking Nursery School and Children's Centre

COMPLAINTS PROCEDURE

We provide a high quality, safe, stimulating service where all children and families can thrive, have their needs met and progress towards successful outcomes. At Dorking Nursery School and Children's Centre we follow Surrey County Council's procedures for 'Responding to Parental Concerns' (Autumn Term 2013).

There are 4 stages for dealing with complaints:

Stage 1

A parent would first discuss any concerns with a member of staff, who will refer the parent/carer to the appropriate member of the Leadership Team. If parents/carers wish to arrange a meeting with the above, staff will be happy to arrange this.

Stage 2

The parent/carer can contact the Headteacher to arrange a meeting via the office to discuss the matter or alternatively put their concern in writing. The Headteacher will look into the issues and respond as quickly as possible, once the relevant facts have been established. Office staff will be happy to assist parents/carers to arrange a meeting with the Headteacher.

Stage 3

If the Headteacher has been unable to resolve the issues to the parent's satisfaction, the parent/carer may write to the Chair of the Governing Body c/o Dorking Nursery School and Children's Centre. The Chairman or a Nominated Governor will investigate and respond directly to the parent/carer.

Stage 4

If the parent/carer is still not satisfied with the response, a further meeting can be arranged with a panel of at least 3 Governors who have not previously been involved in the matter. A Governor from another school can be a member of this panel. The parent/carer will be invited to a meeting to discuss the complaint. The panel has 7 working dates to respond to the complainant.

If the parent or carer feels their complaint has not been dealt with to their satisfaction they may contact:

1. Surrey County Council on 03456 009 009, who will ensure that contact is made with the appropriate person within the local authority.
2. The Department for Education, <https://www.gov.uk/complain-about-school/state-schools>
3. Ofsted, <https://contact.ofsted.gov.uk/onlinecomplaints>

If the complaint made has any child protection implications against an adult, the complaints procedure will be suspended until the Child Protection issue has been resolved. The Surrey Safeguarding Children Board Guidelines need to be followed (see Safeguarding Policy).

Approved by the Governing Body: January 2016

To be reviewed by: January 2018

Relevant for:-

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| Centre: Yes | Nursery: Yes | Parents: Yes |
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