

Newburn Manor Nursery School
Concerns & Complaints about School

Concerns about school issues should be raised in the first instance with the class teacher. The teacher will refer it to the Headteacher and an informal meeting with complainant will be arranged.

If this fails to produce an agreement the Chair of Governors will be informed and a meeting arranged among interested parties (Those invited to be present will be arranged by Chair of Governors).

If this meeting fails to reach an agreement the Head of Administration Department at the Civic Centre will be contacted.

If the Complainant is still dissatisfied they will be informed of further steps they may wish to take by the Administration Department.

Any agreement reached by the school and the complainant must address and remedy the nature of the concern.

An annual review will be given to Governing Body. It will detail:-

- The number of complaints
- The subject concerned
- The time taken to resolve complaints
- The assessment of complaints
- Changes brought about as a result of reviewing the complaint.

Handling Complaints and Concerns about the School

Our policy is to

- Promote an understanding about the school
- Listen to parents, carers and pupils
- Welcome complaints and concerns as a means of improving home-school relationships
- Use complaints and concerns to improve services.

We will seek to

- Resolve complaints and concerns swiftly
- Have a clear and published procedure for dealing with complaints and concerns
- Keep complainants informed about progress and eventual outcome
- Provide redress where and when necessary
- Monitor level of complaints and concerns
- Regularly review effectiveness of procedures

When handling complaints the following general principles will apply

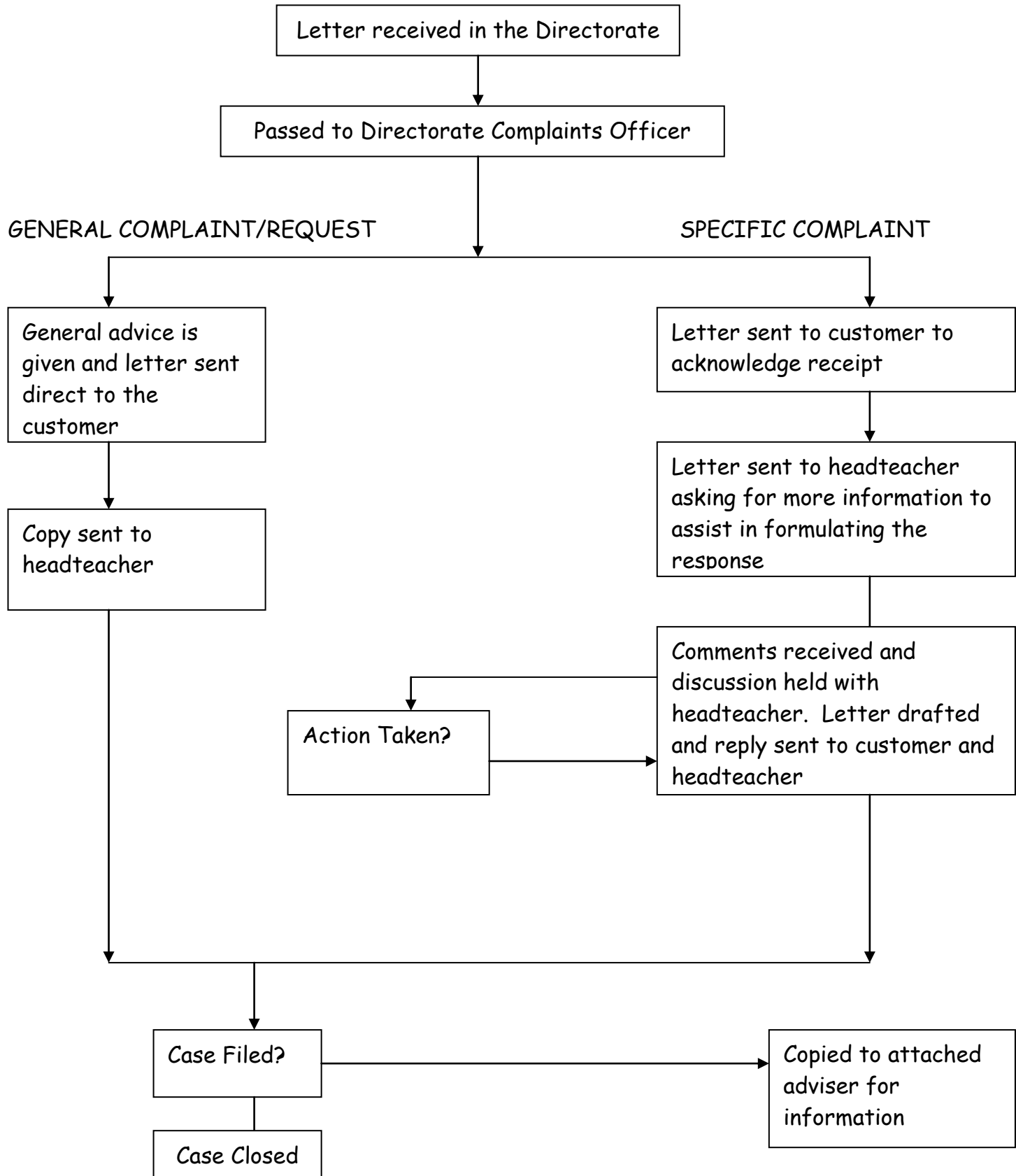
- The desirability of settling differences informally
- The need for more formal mechanisms when informal methods have failed to produce an agreement
- Ensuring that parents, staff and governors are informed of procedures.

COMPLAINTS ABOUT SCHOOLS

1. WRITTEN COMPLAINTS

Written complaints can come from a number of sources, usually parents, solicitors or councillors.

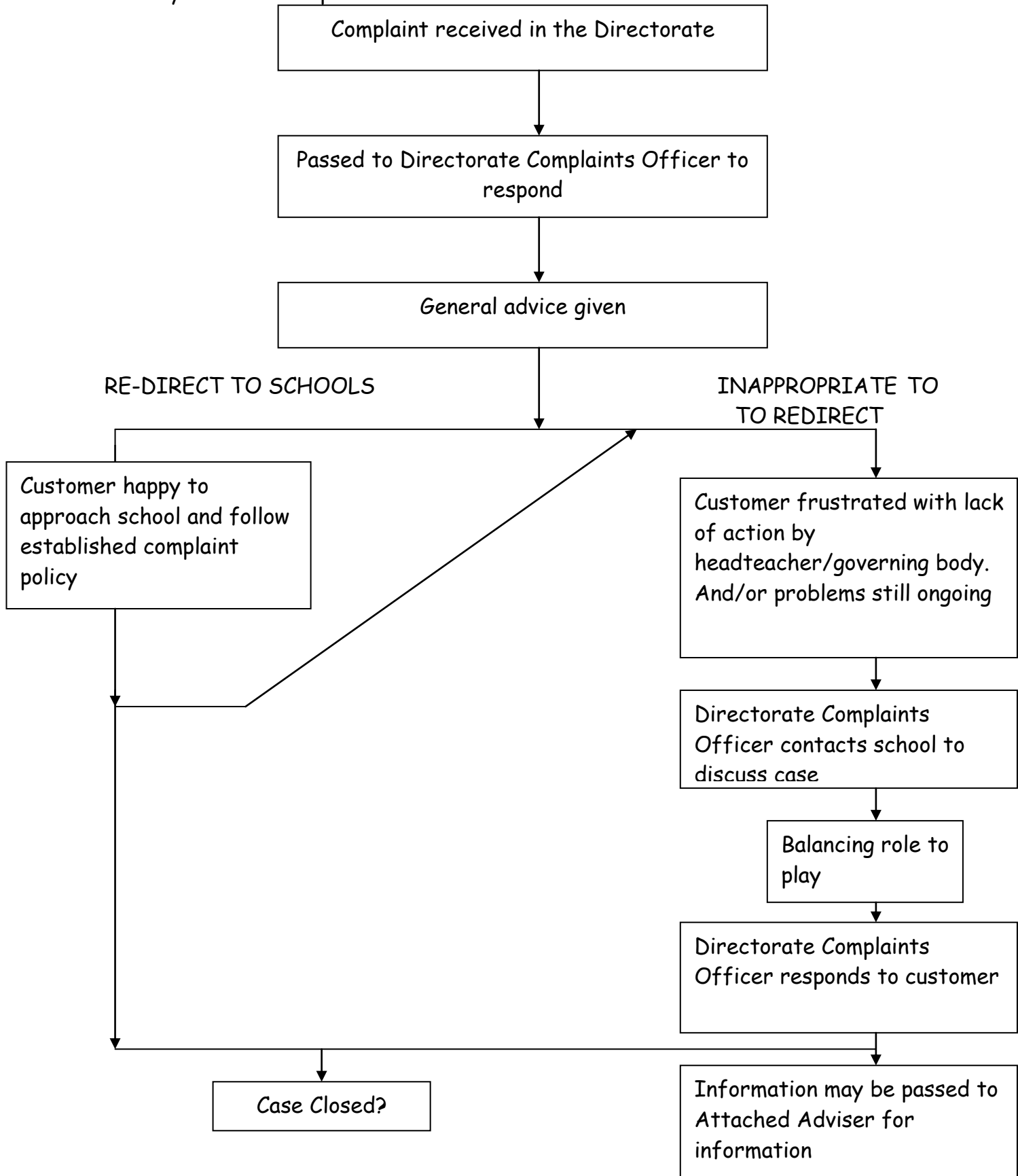
The following flowchart outlines the normal events



COMPLAINTS ABOUT SCHOOLS

2. VERBAL COMPLAINTS

Verbal complaints can be received direct at the public reception counter or more usually over the telephone



Policy Review: Annually - Summer term