Gainsborough Nursery School Complaints Policy

Introduction

At Gainsborough Nursery School all staff are dedicated to giving all children the best possible education and caring properly for their health, safety and wellbeing at all times. We are committed to working closely with parents and believe that the school and parents must work together in partnership, each carrying out our own particular responsibilities to help pupils gain the most from their time in school. However there will be occasions when parents are unhappy with something, or feel that something is not going as well as you would like it to. When this occurs our complaints procedure is:

The first step

Please arrange to discuss any concerns with your child’s class teacher, or with the particular teacher concerned. You can speak with your child’s teacher at any time. If you feel the conversation may need more than a few minutes at the beginning or end of the session, then please arrange a meeting so that you will have time to discuss things more fully.

We would hope that most concerns can be sorted out in this way.

The second step

If after speaking to your child’s teacher you do not feel that your complaint has been properly dealt with, or, if your concern is about the conduct of a particular teacher, then you should discuss the matter with the Head teacher. It would be helpful make an appointment at the school office so that the Head teacher can set aside the time to sit down and talk through the situation carefully with you. In almost all cases we can sort things out satisfactorily in this way.

The third step

Unless the complaint is about the conduct of the head teacher, you should make a formal written complaint to the head teacher. You should then receive a written response or be invited into school to discuss your concerns with the head teacher.

Taking matters further

If your complaint is about the conduct of the head teacher, or if you are dissatisfied with the head teacher’s response to your formal complaint letter and want to take the matter further, then you can ask for your complaint to be considered at governor level by writing to the Clerk to Governors.

For complaints against the Chair of Governors or any individual governor, you should also write to the Clerk to Governors, who will initiate the correct process. The Chair of Governors would normally consider complaints against an individual governor and the Vice Chair would normally consider complaints against the Chair of Governors.
You should send written details of your complaint, along with any correspondence and evidence to support your complaint, to the Clerk to the Governors at the school address; marking your envelope ‘Private and Confidential’. If, for some reason, you do not feel able to do this, you should contact the Clerk, via the school, who will hear your concerns and help you to put together a written statement which you will be asked to sign.

A governors’ complaints committee will be convened to consider your complaint through written representations or may invite you to a hearing.

Complaints cannot be considered by the whole governing body at any time.

Your complaint will be considered according to the school’s complaints procedure and the relevant governor (or the clerk to governors) will write to advise you of the outcome.

**Complaints about Governors’ decisions**

The decision of the governors is usually final, but if you are dissatisfied with their response, or you believe that the governors have failed to follow agreed policies or procedures - whether the school’s own or nationally determined ones - then the next stage depends on what the complaint is about and what kind of school it is.

Some complaints will be covered by separate statutory processes such as admission and exclusion appeals or SEN tribunals. However, you can contact the County Council’s Customer Service Centre Education Team for guidance on a particular issue (Tel: 01522 782030).

If your complaint is not covered by another process as we are a maintained and you feel your complaint has not been resolved satisfactorily by the school’s governors, you may refer your complaint to the Secretary of State for Education. You must do this in writing, either by post to:

**School Complaints Unit**  
Department for Education  
2nd Floor, Piccadilly Gate  
Manchester  
M1 2WD

Or, by using the online School Complaints form. This can be accessed at:

[https://www.gov.uk/complain-about-school](https://www.gov.uk/complain-about-school)