

COMPLAINTS PROCEDURE

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The Chelsea Nursery (TCN) provides nursery education for children aged 6 months to 4 years. The nursery is linked to Cameron Vale School (CVS).

The Chelsea Nursery has long prided itself on the quality of the teaching and pastoral care provided to its children. However, if parents do have a complaint, they can expect it to be treated by the nursery in accordance with this procedure.

Statement of Intent

The Chairman and staff of The Chelsea Nursery believe that we should provide a caring, positive, safe and stimulating environment, which promotes the social, physical and moral development of the individual child. TCN will make sure that the complaints procedure takes no longer than 28 days in total, this includes the fulfilment of the EYFS requirements and notification of the investigation to the complainant. If the complaint is about the Headmistress, then the matter must be referred to the Chairman who can be contacted through Cameron Vale School Office.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should normally contact the Head of Nursery. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Head of Nursery cannot resolve the matter alone, it may be necessary to consult a member of the wider CVS Senior Leadership Team.
- Complaints made directly to the Headmistress will usually be referred to Head of Nursery unless the Headmistress deems it appropriate for to deal with the matter personally.
- The Head of Nursery will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 5 working days or in the event that the Head of Nursery and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmistress. The Headmistress will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmistress will meet the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmistress to carry out further investigations.
- The Headmistress will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmistress is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing within 3 working days. The Headmistress will also give reasons for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman who will appoint a Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three people not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of TCN.

- The Chairman, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 7 working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three working days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representatives will not be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts, they consider relevant, the Panel will reach a decision and make recommendations, which it shall complete within 10 working days of the Hearing.
- The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head Teacher, and where relevant, the person complained of.

TCN will keep written records of all complaints that are made – which will include:

- Whether they are resolved following a formal procedure, or proceed to a Panel Hearing.
- Action taken by the school as a result of these complaints regardless of whether they are upheld

The record of complaints will be made available to OFSTED and the ISI on request.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 Act request access to them.

If deemed appropriate or necessary they can be made directly to:

OFSTED via the DfE Website

Or

The Department of Education, Mowden Hall Staindrop Road, Darlington, DL3 9BG

Or

Independent Schools Inspectorate, CAP House, 9 – 12 Long Lane, London EC1A 9HA