

At Parklands Nursery School and Playgroup...

...we hope your child and yourself have a fabulous time at Nursery and Playgroup. We all feel it is important for you and your child to feel happy and comfortable with the Nursery and Playgroup environment, to this end all staff will find time to talk to you about any concerns and worries you may about your child and/or about the Nursery School and Playgroup. We feel strongly that parents/ carers feel part of their child's time at the Nursery and Playgroup, and as a beginning of this journey, each child has a home visit so your child and you have a chance to talk to staff in an informal situation and familiar surroundings.

Sometimes things happen which make children or parents unhappy. It is important that parents/carers feel able to raise concerns.

There are three stages involved in raising concerns or making a complaint

In most cases, concerns and complaints can be resolved by talking to staff at the school/playgroup. Sometimes parents may wish to raise a more formal complaint.

There are three main stages involved in raising concerns or making a complaint.

Stage 1 - Initial approach

It is important that **parents contact the school/playgroup first** with their concerns and talk to a member of staff, teacher or the head teacher. Most problems can be sorted out in this way easily and informally.

Stage 2 - raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing to:

- the head teacher
- or chair of the Governing Body/chair of the Playgroup CIO if you have already spoken to the head teacher

the head teacher (or nominated member of staff), or the Chair of Governors/chair of the Playgroup CIO will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the head teacher or chair of governors/chair of the Playgroup CIO or you may get a letter explaining the school's/playgroup's response.

Stage 3 - Appeal to Governors/chair of Playgroup CIO

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors/Chair of Playgroup CIO in writing and request a hearing. The complaints procedures may offer the opportunity for your complaint to be heard by a panel of the governing body/CIO committee.

You will be asked to meet with the panel and explain your case. The panel will listen to you and the head teacher, and will inform you in writing of their decision.

Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer to sort out. The school/playgroup should let you know how a complaint is being addressed and when you can expect to hear from them.