

Sandbank and Valley Nursery Schools Federation

Compliments and Complaints Policy



September 2024

Compliments and Complaints

Aims

- To provide an open approach to receiving the views of our stakeholders.
- To provide a clear and open manner to receive and act on complaints.

Procedures

Stakeholders are welcome to make compliments or complaints to any member of staff, this is particularly important to allow parents who visit the school at early or later times of the day to express their views.

Compliments

Positive comments received from stakeholders including those received from parents and children may be recorded in the centre's compliments book. The member of staff receiving the compliment may also ask the stakeholder to record their thoughts and provide their compliment in writing.

Complaints

Serious complaints should always be raised with senior member of staff either the:

- Executive Head Teacher - Dawn Kelly
- Chair of Governors - Barry Dutton

If appropriate all complaints will be referred to the Head Teacher who will take appropriate action to try and resolve the matter. If a satisfactory conclusion is not reached, the complaint will be referred to the Governing Body. If the matter remains unresolved, the complaint will be forwarded to the Director of Education. Complaints can be made in verbal or written form.

Parents/carers are also able to raise concerns about the childcare at the centre directly with Ofsted. Ofsted advise parents to address their concerns firstly with the Head Teacher, however they are free to contact Ofsted for further advice or if their concerns are not resolved.

Contact address for Ofsted
The National Business Unit
Ofsted
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