



**BALHAM NURSERY SCHOOL AND  
CHILDREN'S CENTRE**

**COMPLAINTS POLICY 2016-2017**

**Signed:** ..... (Chair of Governors)

**Dated:** .....

**Signed:** ..... (Headteacher)

**Dated:** .....

**Review Date:** June 2017

# **BALHAM NURSERY SCHOOL AND CHILDREN'S CENTRE COMPLAINTS POLICY**

Balham Nursery School and Children's Centre ("BNSCC") aims to provide parent/carers with the highest quality level of service.

However, we do recognise that from time to time parents/carers might feel they have not received the best possible provision.

The continued confidence and support of parents/carers is crucial to BNSCC and that is why we are asking you to let us know if you are not completely satisfied with us.

We have a firm commitment to work in partnership with parents/carers and hope that any concerns you may have can be resolved informally by speaking with the relevant Key Person or Class Teacher. If initial attempts are unsuccessful or you remain dissatisfied and wish to take the matter further, this policy sets out the procedure and timescales for a formal complaint.

Once we know your complaint we will then do our best to respond to it positively and, where appropriate, make changes in our practice.

## **Our Commitment**

Parents/carers making complaints have the right to be treated equally and not suffer any form of discrimination.

Complaints are to be treated with an open mind and will be investigated without prejudice.

Parents/carers making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. However, anonymous complaints will not be investigated.

Abuse and offensive comments to any member of BNSCC staff are not classed as 'complaints' and are not acceptable.

The overall level of complaints is to be recorded and monitored.

## **The Complaints Procedures**

1. All staff, volunteers and Governors should have a copy of the Complaints Procedure and understand it.
2. The Headteacher will inform the Governing Body of the number and nature of any complaints received and their outcome.
3. Every attempt will be made to resolve any complaint informally.

### **Step 1**

1. If attempts at informal resolution, i.e. through the Class Teacher or Key Person, have been unsuccessful, the complaint should be made in person, by telephone or in writing to the Headteacher. The complaint will be acknowledged verbally at the time and in writing within 7 days of receipt.
2. The Headteacher will investigate the complaint and respond to the complainant, verbally, if appropriate and in writing within 15 working days of confirming receipt.

## Step 2

1. If resolution of the complaint at Step 1 is unsuccessful, the complainant should put the complaint in writing to the Governing Body Complaints Appeal Panel within 7 days of receiving the Headteacher's response. Complaints should be placed in a sealed envelope, marked "Private and Confidential" and addressed to:

The Chair of Governors  
c/o Emma Williams, Headteacher  
Balham Nursery School & Children's Centre  
72 Endlesham Road  
London SW12 8JL

2. The Governing Body will acknowledge receipt of the complaint within 7 working days of receipt.
3. Within 21 days, the Governing Body Complaints Appeal Panel will convene a meeting and will notify the complainant of the date and time of the meeting no later than 3 days before the meeting date.
4. The Governing Body Complaints Appeal Panel will report the results of its investigation to the complainant as soon as possible to ensure that the matter is dealt with as quickly as possible and no later than 15 working days following the Appeal Panel meeting.
5. Where appropriate, BNSCC will make a written apology, signed by the Chair of Governors.

## Step 3

1. Should the complainant not be satisfied with the outcome of the investigation conducted by the Governing Body Complaints Appeal Panel, the complainant could write to the Director of Education and Social Services at Wandsworth Town Hall:

Ms Dawn Warwick  
Director of Education and Social Services  
Wandsworth Borough Council  
The Town Hall  
Wandsworth High Street  
London SW18 2PU

If all the above steps have been taken and the complainant remains unsatisfied, they should consult <https://www.gov.uk/complain-about-school/types> or contact OFSTED as detailed below for advice and information, including how to take the complaint further:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

Tel: 0300 123 4234,  
Online complaints form: <https://contact.ofsted.gov.uk/onlinecomplaints>  
Email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).