

The panel's findings are the school's final response to you about the complaint. Schools are responsible for their own activities and the Local Authority cannot get involved or tell a school or Governing Body what to do. If you are still unhappy, you could write to the Secretary of State for Education but, again, they have no power to intervene unless the Governing Body has acted unreasonably or has failed to fulfil its statutory responsibilities.

What might a complaint be about?

- Your child's progress at school
- Your child's relationship with staff or other children
- Unfair treatment of your child
- Issues of health and safety
- Missing property
- Parent Consultations
- Any other situation which causes you or your child concern

Summary

1. Talk to the staff in your child's shelter first
2. Talk to the Headteacher
3. Write to the Chair of Governors
4. Write to ask for a complaints panel

And finally.....

Please be assured that we will take your complaint seriously and treat you fairly. If something has gone wrong, we want to put it right and if you are not happy with the situation then neither are we.



**Rachel McMillan Nursery School
and Children's Centre**

COMPLAINTS LEAFLET FOR MUMS, DADS AND CARERS

We aim to provide your child with the best possible care and education and to meet their needs as well as we can. However, in any school, mums or dads may sometimes feel concerned about something or have a complaint. If this is the case, we want to hear from you.

This leaflet explains how you can voice a concern or complaint and how we will respond.

What is a complaint?

It can be a concern or problem or feeling of dissatisfaction that you have about an aspect of our work.

What do I do if I have a complaint about the school?

Talk to any member of staff in your child's shelter. They will talk it over with you and try to sort things out. Your child will not be treated any differently because you have made a complaint.

What do I do if I feel my complaint has not been sorted out?

Make an appointment to see the Headteacher or Deputy Headteacher. They will listen carefully and ask you any questions to help them understand the situation fully. They will then talk to other people and will talk to you again as soon as they are able to respond fully. This is the Informal Stage of the complaints procedure.

If I feel unhappy with what the Head or Deputy says, what can I do?

You can write to the Chair of Governors at the school address, setting out your complaint and why you are unhappy with the school's response. Please write within 14 days of receiving the Head's response.

The Chair of Governors will write acknowledging your letter within a few days and may ask you for an informal meeting to discuss your complaint.

The Chair will write to you within 14 days once they have investigated fully.

What happens if I am unhappy with the Chair of Governors' response?

You are entitled to ask a panel of Governors to meet to consider your complaint. If you want to do this, write to the Chair or the Clerk to the Governing Body within 14 days of receiving the Chair's response. Say that you have a formal complaint and that you remain unhappy with the way the school and the Chair of Governors have responded and that you would like a panel to consider your complaint. You need to explain clearly what you are complaining about. The Clerk will contact you about the panel and will explain what will happen. You may bring someone with you to the panel if you wish.

This part of the procedure is called the Formal Stage of the complaints procedure.

What will happen at the panel meeting?

One of the Governors will chair the meeting and will explain what will happen. Panel members or the Headteacher, who will also be present, may ask you questions. The Headteacher will explain how the school has responded to the complaint and then you and the panel may ask the Headteacher questions. You may also ask other people/witnesses to speak about what happened. After this the panel will consider its findings when everyone else has left. The chair of the panel will write to you in a few days setting out the panel's findings. They will also write to the Headteacher and the Chair of Governors.

The panel's findings are binding upon the school.