



**The Limes Nursery
School and Children's
Centre**

**How to give feedback or
make a complaint**

We aim to provide a consistently high quality service to children and families.

Sometimes, when things go wrong, it might be necessary for you to make a complaint about our services. We hope that this isn't something that happens very often, but if it does we would like you to know that we will take your complaint seriously and that there are procedures in place for solving any problems. The Limes keeps a record of all complaints received and you can re-quest to see the file.

If you have a concern or complaint

We would like you to tell us about it. We welcome suggestions for improving our work in school. Be assured that no matter what you want to tell us, our support and respect for you and your child in school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem that happened some time ago.

What to do first

Most concerns and complaints can be sorted out quickly by speaking with your child's key worker or class teacher/team leader.

If you have a complaint that you feel should be looked at by the headteacher in the first instance you can contact her straight away if you prefer. It is usually best to discuss the problem face to face. You may need an appointment to do this, and can make one by ringing or calling into the office. You can take a friend or relative to the appointment with you if you would like to.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the issue. It may also help to prevent a similar problem arising again.

What do to next

If you are not satisfied with the teacher or headteacher's initial response to your concerns you can make a complaint to the headteacher in writing. If the complaint is about the headteacher personally, then you should refer it to the Chair of Governors. You can contact him/her by writing to **Ms Susie Coggles, Chair of Governors**, care of the school office.

You may also find it helpful at this stage to have a copy of the full statement of the School Complaints policy and procedures. This is available from the school office.

The headteacher will ask to meet with you to discuss the problem. Again, you can take a friend or someone else with you if you wish. The headteacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.

If you are still unhappy

The problem will normally be solved before it reaches this stage. However, if you are still not satisfied you may wish to contact the Chair or the Governing body to ask for a referral of your complaint to a Governor's Complaints panel. It will then be heard by a Group of three governors who have no previous knowledge of the problem and so will be given a fresh assessment. You will be invited to attend and speak to the panel at a meeting that the Headteacher will also attend. The School Complaints Procedures explains how these meetings operate.

Further Action

If your complaint is about our under 3s Willow Room, or our wraparound daycare provision, you can make

your concerns known direct to Ofsted who are the regulatory body for the welfare standards in our under 3s and wraparound provision. You can telephone them on: Tel 0300 123 1231 or write to them at: The National Business Unit OFSTED, The Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA

Complaints about school problems are almost always settled within schools but in exceptional cases it may be possible to refer the problem to the local authority, Bristol City Council or to an outside body such as the Local Government Ombudsman. Further details can be found in the School Complaints policy