



Wallace Road Nursery School

Complaints Procedure

We believe that anyone who is involved in the school either as staff, a parent or Carer, student or visitor, is entitled to comment on the service they receive and this process will be followed. This will be regarded as a complaint if it is an expression of dissatisfaction

Stage 1 - Initial approach

It is important that parents contact the school first with their concerns and talk to a member of staff or the headteacher. 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 headteacher
- or chair of the Governing Body if you have already spoken to the headteacher .

The headteacher (or nominated member of staff), or the Chair of Governors will investigate your complaint. After they have looked into the issue, you may be asked to meet with the headteacher or chair of governors or you may get a letter explaining the school's response.

Stage 3 - Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing by a panel of the governing body. You will be asked to meet with the panel and explain your case. The panel will listen to you and the headteacher, and will inform you in writing of their decision.

Stage 4 – Director of Children’s Services.

If you are not satisfied with the outcome or the process of your complaint then you may at any time contact the Director of Children’s services in Northampton or Ofsted. Please follow the link to take you to the necessary advice and information.

<https://www.gov.uk/complain-about-school>

Free Entitlement of 15 hours.

If you have a query or complaint about the funding situation for your child at this setting you can firstly speak to the school office or Head or contact the Early Years Team on: fis@northamptonshire.gov.uk

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 will let you know how a complaint is being addressed and in term time will aim to acknowledge your complaint within 10 working days. The school will let you know how a complaint is being addressed and when you can expect to hear from them further.