

**Elinor Warner (Head Teacher)**

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**www.hightersheathnursery.org.uk**

**Comments and Complaints Procedure**

**Philosophy and Procedure**

We are committed to a process of continual assessment and improvement. In attempting to achieve this goal we recognise that regular feedback from all of our parents and carers is essential. To this end we would welcome any compliment, comment or complaint you would wish to share, and overleaf is a document to assist you in that process. You can make your comment or complaint in any other format and the same response standards will apply.

**Process of Response to a Complaint**

1) All complaints will receive response within 48 hours of receipt.

2) Complaints requiring further action or investigation, will identify on the first acknowledgement who will conduct the further investigation and a time scale for an expected response.

3) The head teacher will also inform the person contacting of any other agencies involved in their situation. This information will contain the names and contact addresses of other agencies who are providing services to the school, such as Health or Adult Education. This information will be supplied to enable the individual to make separate representation to these parties if they so wish.

4) On completion of the investigation, a written explanation will be sent to the individual contact, unless response has been requested in some other format.

5) If the written response is not deemed satisfactory by the person making the complaint then they must inform the head teacher and an appeal panel will be convened to listen to the debate. The panel will be drawn from people who will be able to draw a conclusion and be acceptable to the individual. Usually such a panel would comprise of Highters Heath Nursery School’s Governing Board, which is made up of parents or carers L.A. representative, local community representatives e.g. Councillor, General Practitioner and Community Health Visitor.

6) The outcome is this panel would be deemed as a final explanation of the situation by all parties. The only exception would be when the outcome of the investigation required some action from the Birmingham City Council, in this case the matter would then be forwarded to them for consideration.

7) You can, if you wish, register your comment or complaint anonymously, but this will mean that a reply is not possible.

8) Any complaint concerning the head teacher should be addressed to the chair of governors, Phillip Styles, at the school address and clearly marked ‘Urgent’. Due to the working pattern of governors the response in this case may take longer than the stated 48 hours. The chair of governors will take the role of the head teacher in the procedure stated above.

9) All complaints will be dealt with in such a way that upholds our equality statement.