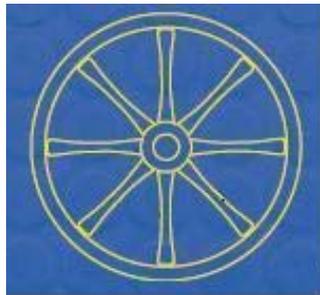


Complaints Policy

Wheelwright Lane Nursery



Learning For Life

Safeguarding children

Aims

At Wheelwright Lane Primary School and Nursery, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise that sometimes things can go wrong and parents, carers and members of the public may need to make a complaint or raise concerns they have with the school.

Opportunities to vent frustrations via social media may appear to be quick and easy but are rarely an appropriate vehicle for solving problems that are in school. Other channels, such as those laid out in this complaints procedure, are much better suited for purpose. For guidelines on parental use of social media, please refer to Appendix 2.

Procedures

Staff will log all complaints in a designated log book.

INFORMAL STAGE

- Any parent who has a concern about an aspect of the nursery's provision talks over, first of all, his/her concerns with the Nursery Manager.
- Most complaints should be resolved amicably and informally at this stage.

FORMAL STAGE

Stage 1

- If the informal stage does not have a satisfactory outcome, or if the problem recurs, the parent moves to this formal stage of the procedure by putting the concerns or complaint in writing to the Nursery Manager and the Headteacher of the school.
- For parents who are not comfortable with making written complaints, there is a template attached to this policy; the form may be completed with the person in charge and signed by the parent. (Appendix 1)
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Nursery Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Nursery Manager or Headteacher meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the outcome is logged in the Complaints Log.

Stage 2

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Nursery Manager and the Chair of the Governing Committee for the Nursery. The parent should have a friend or partner present if required and the Nursery Manager should have the support of the Headteacher or Senior Leader, present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the record is logged in the Complaints Log book.

Stage 3

- If at the stage three meeting the parent and nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Early Years Staff or equivalent from the L.A. are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Nursery Manager, Headteacher and Chair of the Governors Committee for the Nursery) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 4

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Nursery Manager, Headteacher and Chair of the Governors Committee for the Nursery is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the nursery's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

- Details are displayed on our nursery's notice board.
- If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and nursery are informed and the Nursery Manager/Headteacher works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Record which is available for parents and Ofsted inspectors on request.

Other complaints

If a complaint is not from a parent/carer of a pupil of the school (an example being a member of the public) these should be made directly to the Nursery Manager, preferably in writing.

All complaints will be recorded formally by the Nursery in a central log.

It should be noted that schools do not need to consider complaints made more than one year after the incident/situation. If such a complaint is made, the school will write to the complainant explaining the time restrictions.

Complaints that cannot be resolved

If properly followed, a good complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the GB is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

This policy was ratified by Wheelwright Lane Nursery Governing Body

Held on26th May 2017..... (date)

To be Reviewed.....May 2018..... (date)

Signed on behalf of the Governing Body Committee.....

Name of Signatory.....

Complaints Log

Your Name	
Pupils Name	
You relationship to pupil	
Address	
Daytime telephone number	
Evening telephone number	
Please give details of your complaint	
Who have you spoken to regarding the complaint and what was the response?	
What actions do you feel would resolve the situation?	
Are you attaching any further information (Please state)	
Signature	
Date	
For Office Use only: Action Taken	

Policy on Parental use of Social Networking and Internet Sites

Overview

Social networking sites such as Facebook and Twitter are now widely used. This type of media allows people to communicate in ways that were not previously possible. However, such sites can be inappropriately used by some as a means of expressing negative or offensive views about schools and their staff. This document sets out this School's approach to parental use of such sites and sets out the procedures we will follow and action we may take when we consider that parents have used such facilities inappropriately. When we have referred to "parent" in this document, we also include carers; relatives; or anyone associated with the School.

Objectives

The purpose of this policy is to:

- Encourage social networking sites to be used in a beneficial and positive way by parents;
- Safeguard pupils, staff and anyone associated with the school from the negative effects of social networking sites;
- Safeguard the reputation of the School from unwarranted abuse on social networking sites;
- Clarify what the School considers to be appropriate and inappropriate use of social networking sites by parents;
- Set out the procedures the School will follow where it considers parents have inappropriately or unlawfully used social networking sites to the detriment of the School, its staff or its pupils, and anyone else associated with the School; and
- Set out the action the School will consider taking if parents make inappropriate use of social networking sites.

Appropriate use of social networking sites by parents

Social networking sites have potential to enhance the learning and achievement of pupils and enable parents to access information about the School and provide feedback efficiently and easily. In addition, the School recognises that many parents and other family members will have personal social networking accounts, which they might use to discuss/share views about school issues with friends and acquaintances. As a guide, individuals should consider the following prior to posting any information on social networking sites about the School, its staff, its pupils, or anyone else associated with the School:

- Is the social networking site the appropriate channel to raise concerns, give this feedback or express these views?
- Would private and confidential discussions with the School be more appropriate? e.g. if there are serious allegations being made/concerns being raised. Social media/internet sites should not be used to name individuals and make abusive comments about those people. Please contact the school to discuss any concerns you may have.
- Are such comments likely to cause emotional or reputational harm to individuals which would not be justified, particularly if the School has not yet had a chance to investigate a complaint?

- The reputational impact that the posting of such material may have to the School; any detrimental harm that the School may suffer as a result of the posting; and the impact that such a posting may have on pupils' learning.

Inappropriate use of social networking sites by parents

Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the School (and those associated with it), it is rarely appropriate to do so. Other channels, such as a private and confidential discussion with the School, or using the School's formal complaints process are much better suited to this.

The School considers the following examples to be inappropriate uses of social networking sites. (This list is non-exhaustive and intended to provide examples only):

- Making allegations about staff or pupils at the School/cyber-bullying;
- Making complaints about the School/staff at the School;
- Making defamatory statements about the School or staff at the School;
- Posting negative/offensive comments about specific pupils/staff at the School;
- Posting racist comments;
- Posting comments which threaten violence.

Parents should also ensure that their children are not using social networking/internet sites in an inappropriate manner. It is expected that parents/carers explain to their children what is acceptable to post online. Parents/carers are also expected to monitor their children's online activity, including in relation to their use of social media.

Procedure the School will follow if inappropriate use continues

The School will always try to deal with concerns raised by parents in a professional and appropriate manner and understands that parents may not always realise when they have used social networking sites inappropriately. Therefore, as a first step, the School will usually discuss the matter with the parent to try and resolve the matter and to ask that the relevant information be removed from the social networking site in question. If the parent refuses to do this and continues to use social networking sites in a manner the School considers inappropriate, the School will consider taking the following action:

- Take legal advice and/or legal action where the information posted is defamatory in any way or if the circumstances warrant this;
- Set out the School's concerns to you in writing, giving you a warning and requesting that the material in question is removed;
- Contact the Police where the School feels it appropriate – for example, if it considers a crime (such as harassment) has been committed; or in cases where the posting has a racial element, is considered to be grossly obscene or is threatening violence;
- If the inappropriate comments have been made on a school website or online forum, the School may take action to block or restrict that individual's access to that website or forum;
- Contact the host/provider of the Social Networking site to complain about the content of the site and ask for removal of the information;
- Take other legal action against the individual.