



Sandbank Nursery School and Playcare Project Compliments and Complaints Policy

At Sandbank Nursery and Playcare we take seriously the views of all stakeholders and actively seek to understand these as well as to use them to improve our practice.

Compliments

When written compliments are received they will be passed on to any staff concerned as well as kept by the Headteacher.

Compliments are often made available for public viewing in such places as the parents' noticeboard.

Complaints

There is a formal complaints procedure which is outlined below:-

- In the first instance concerns and complaints should be discussed with the member of staff concerned

It is often the case that there is a simple explanation which eases parents' concerns. We strongly believe that it is important to keep talking and so we ensure that carers bringing and collecting children will have a chance to share any concerns at these times. Please mention any worries you have so that we can work together to resolve them.

- If your problem is not sorted out by this early discussion, then please ask to see a Senior staff member:

Dawn Kelly . Executive Head Teacher
Tom Andrews Teacher
Chris Walker Senior Practitioner

- If you are still not satisfied, then please put your complaint in writing and forward it to the following address:

The Chair of Governors, c/o Sandbank Nursery School, Elmore Row,
Bloxwich, Walsall WS3 2HR

Serious complaints which have not been resolved by the above means should be referred to Ofsted - www.ofsted.gov.uk

There is in place a procedure for dealing with allegations against individual staff members.

Policy reviewed: March 2021

Approved by Governors:

Passed by: _____

Next review due: September 2022