



COMPLIMENTS AND COMPLAINTS POLICY

We want to hear from you!

We want to give you and your child the best possible service. It is only by listening to your views that we can find out what we are doing well and what we need to improve.

We are committed to continuously improving the school for the benefit of your child and we will act on what you tell us.

This policy explains how we will deal with your comments, complaints and compliments.

At Columbia Market Nursery School:

Whenever you contact us, we will always:

- Be polite, helpful and honest, as we hope you will be
- Treat you with respect, as we would like to be treated
- Treat you fairly
- Not pass you from one person to another
- Listen to your views
- Make it clear what we can and cannot do
- Admit when things go wrong and do our best to put them right

If you are making a complaint, we will also:

- Carry out enquiries independently and fairly
- Deal with your complaint as quickly and effectively as we can
- Keep you informed of our progress

Telling us your views

Comments

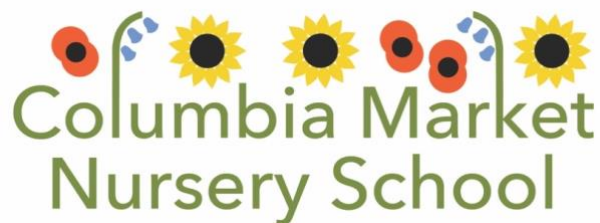
If you have an idea for improving the school, or want to comment on what we do, we would like to hear from you.

Compliments

We are always delighted to hear that we are doing a great job. We make sure that our staff know that someone is pleased, as this motivates them and makes their work even more satisfying.

Complaints

We aim to provide the best service and education for your child, but we know that sometimes things can go wrong. We welcome complaints, as they help us learn and improve.



Our complaints procedure has three stages

Stage 1

This first stage is to speak to your child's key person. Tell them the problem and they will try and sort it out. In many cases they will deal with your complaint on the spot or refer it to a senior manager. This will occur with 15 working days.

Stage 2

If you are not happy with the answer you received at stage 1, you can ask to speak to the headteacher. A member of the office staff will give you a form to fill (they will be happy to help you fill this in) This will occur with 15 working days.

Stage 3

If you still not happy with the response at stage 2, you can make a complaint to the school's governing body. You can get the details of the chair of governors from the school office. The chair of governors will ask for an independent enquiry to be carried out. Details of what will happen will be communicated to you by writing. This will occur with 15 working days.

Equal opportunities

Treating people fairly is at the heart of everything we do, and we are committed to achieving the highest standards in the services we provide to you and your child. If you think we have treated you unfairly for any reason, please tell us.

POLICY REVIEW

Date Published:	January 2019
Tonje Pettersen - Chair of Governors	Signature:
Lynn Cottle - Headteacher	Signature:
Date of Next Review	January 2020



COMMENTS, COMPLIMENTS AND COMPLAINTS Form

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Your name:	
Your address:	
Tel:	Mobile:
Email:	
Please give a brief summary of your comment, compliment or complaint, including the name of the staff you have been in contact with.	
What do you think we should do?	
Your signature:	Date:

