



COMPLAINTS AND STAKEHOLDER ENGAGEMENT POLICY

At Honey Bee Nursery, we always endeavour to provide a high quality education whilst ensuring we build positive relationships with children, parents, community members and other stakeholders. In order to further enhance this relationship and to encourage continuous improvement we feel it essential to welcome any suggestions, complaints, compliments and feedback.

With regards to complaints, it is essential that:

- All complaints are taken seriously
- All complaints are regarded as constructive
- All complaints will be handled in confidence, and with the utmost discretion
- We strive to ensure that the complainant is left satisfied that their concerns have been answered or addressed
- We put the interests of the child above all issues

The Honey Bee Nursery is obliged therefore to have a policy and procedure in place in case any interested stakeholder wishes to make a complaint. The following document sets out the procedure parents can follow and the resultant actions or response that should be made by the school's personnel, Management or Governing Body (GB).

Procedure

Informal resolution of complaints

- a) Any Parent who has a concern regarding their child's education should discuss the matter, in the first instance, with the child's class teacher. Our Teachers would rather that problems or issue are identified, and action taken early on, before they start affecting a child's progress.
- b) If a parent feels their concern has not been addressed by the class teacher, or that their concern is of a more serious nature, then they should make an appointment to see the relevant member of the school's Senior Management Team (SMT). The SMT member must consider the complaint very seriously and ensure that they investigate thoroughly. A written record of any meetings and actions agreed shall be kept. At this stage the Complaints Flow Chart should be adhered to by all Honey Bee Nursery personnel and the GB.
- c) If a parent is still left unsatisfied, or if the nature of the complaint is about the SMT, then they may make an informal approach to a member of the Honey Bee Nursery's Governing Body. The GB member would be obliged to investigate and do all they can to resolve the issue after dialogue with the Honey Bee Nursery. A full list of all GB members and their contact numbers are available from the school office.
- d) If a parent still feels their concerns have been unresolved, then they would need to escalate the process such that formal proceedings may start.

Formal resolution of complaints

- a) The complaint must be made in writing and addressed to the 'Chair of Governors'. The complainant must state the nature of their issue and a brief summary of how the school has handled it so far.
- b) The GB must consider the complaint and ensure that a meeting is arranged with the complainant within three weeks of the date of complaint. This should be at a mutually agreed time, and would allow the complainant to elaborate on or explain the issue in greater detail. To investigate the complaint, the chair will set up a committee ensuring the composition has a minimum of three GB members who are not involved in the day to day management of the Honey Bee Nursery.
- c) The GB shall hear all the evidence from all sides, and then consider their decision. This would be communicated to the parents in writing. The decision of the GB shall be final and binding on all parties. The GB must ensure that they do all they can to resolve the situation to the parents satisfaction.
- d) Throughout this process, or even after any final decision, any party involved may seek the advice of OFSTED, who are the regulatory body. The contact details of the local area OFSTED offices would be available from the Honey Bee Nursery office.

General

- 1) If required, any parent or staff member may bring a representative along for meetings.
- 2) If a complaint is received by a non-parent, then the Complaint process should be followed and escalated if necessary to GB level. As with all complaints, they would be filed in the complaints file.
- 3) Suggestions / Compliments / Feedback

In order to facilitate regular feedback and give all stakeholders a voice, the school will employ the following methods:

- Comments box for staff placed in the staff room and checked regularly by the GB.
- Comments box for parents placed in the reception area and checked regularly by the GB.
- Comments and suggestions box for the children placed in the nursery and checked regularly by the lead teacher, who will then pass on to the relevant SMT colleague.
- Regular consultations with parents on Honey Bee Nursery matters.
- Annual Parents questionnaires will be sent to every set of parents in the Spring Term.
- Annual Staff Survey will be given to every staff member in the Spring Term. This will include all Management, Teaching, Lunch and Cleaning staff.
- Website – Full contact details must be provided, including how to contact the Honey Bee Nursery by Email, Letter and Telephone.

Reviewed in January 2017