

Complaints Policy and Procedure

Primary person responsible for this policy: Miss Annette Elstob

Job title: Headteacher

Last review date: July 2022

Next review date: July 2023

Relevant ISI coding (if applicable)

Circulation: This policy has been adopted by the governors and is available to parents on request. It is addressed to all members of staff and volunteers and applies wherever they are working with children.

'Parents' refers to parents, guardians and carers.

We endeavour to make Rolfe's Nursery School a welcoming and safe environment.

Please feel able to discuss any concerns with Miss Annette Elstob who will do her utmost to resolve any difficulties that you may have. A solution can usually be found as long as we know that a problem exists, so please feel that you can speak freely about any matter concerning your child or the school. Any matter relating to an individual child should be discussed between the parent and nominated carer, Miss Annette Elstob and the child's teacher.

Any serious grievance should be taken up in the first instance with Mrs Annette Elstob and a Complaint Form be completed. We will investigate any written concern within 28 days of receiving the complaint.

If the school is unable, for whatever reason to deal with the complaint in an acceptable manner, then you are advised to contact The Alpha Plus Director of Early Years (Mrs Alexandra Samara). She will investigate the matter, discuss it with the complainant and attempt to bring the matter to a satisfactory conclusion. Any complaint will be investigated within 20 working days and the complainant will be provided with written feedback after the investigation.

Please write to the address below:

The Alpha Plus Group
50 Queen Anne Street
London W1G 8HJ
(020) 74876000

If you feel that your complaint is not being satisfactorily addressed you have the right to raise the matter with OFSTED at any time.

They can be contacted at:

Early Years OFSTED Complaints Manager: Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 1231

For any issue relating to the Disability Discrimination Act you may contact:

Disability Rights Commission:
08457622633