



Broomhall Nursery School

CONCERNS & COMPLAINTS PROCEDURE

Advice to Parents about Making a Complaint

If you have comments/concerns please tell us. We welcome suggestions for improving the service that we offer at our School. We understand a common fear is that our relationship with you and your child will be affected if you express dissatisfaction.

- ***What to do first***

Most concerns and complaints can be addressed by speaking with your child's nursery staff. All the staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like Broomhall Nursery School to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the School to understand both sides of the question. It may also help to prevent a similar problem arising again.

- ***What to do next***

If you are dissatisfied with the staff's response you can make a complaint to the Head Teacher, Diane Hetherington. This could be made in writing or by making an appointment to discuss the problem. You may find it helpful at this stage to have a copy of the full statement of the School's Complaints Procedure as this explains in detail what procedures are followed. This is available from our office. The Head Teacher will ask to meet you for a discussion of the problem. You may take a friend or someone else with you if you wish. The Head Teacher will conduct a full investigation of the complaint and may interview any members of staff or children involved. You will then receive a written response to your complaint, which you may wish to discuss with the Head Teacher.

- ***If you are still unhappy***

If you are still not satisfied you may wish to contact Steve Green, Chair of Governors at Broomhall who will then invite you to a meeting, which the Head Teacher may also attend. The School's Complaints Procedure statement explains how these meetings operate.

- ***Further action***

If you are still not satisfied you may refer your complaint to the Head of Early Years and Childcare Services at Sheffield City Council. Complaints are almost always settled within the School but in exceptional cases it may be required to refer the problem to an outside body such as the Advice and Conciliation Service which is independent of the Nursery School. Again there is more information on this in the School's full Complaint's Procedure.

Contact Numbers:

Diane Hetherington, Head Teacher:

0114 272 1453

Steve Green, Chair of Governors:

0114 266 2531

OFSTED (Complaints Helpline):

0300 123 1231