



Complaints Policy

Statement of Purpose

Education Stuff is committed to dealing fairly with complaints and our Policy supports our commitment to respond in a timely manner to any complaints made. We will also endeavour to ensure a professional, impartial and honest outcome on all reported issues.

We believe that all members of our centre have the right to be listened to and respected. Furthermore, at Education Stuff we also expect complaints to be polite and courteous, and will not tolerate aggressive, abusive or unreasonable behaviour towards the nursery and its staff. We will also not tolerate unreasonable demands.

At Education Stuff we consider that a complaint is 'an expression of dissatisfaction in relation to the centre or a member of its staff that requires a response from us as a provision.' Our Complaints Procedure will also include complaints relating to all discrimination including race, disability, age and sexual orientation.

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

Stage 1: Referral to the Centre

Parents discuss concerns with Education Staff.

A meeting will be arranged with the complainant to clarify and supplement any information given.

The Lead Teacher will investigate further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.

The Lead Teacher will keep written records of meetings, telephone conversations and other documentation.

Once all relevant facts have been established, the Lead Teacher will respond; endeavouring to reply to all complaints in a timely manner. However, the nature and context of the complaint will ultimately determine the overall timescale.

If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further.

If the complainant is not satisfied, they are advised to write to the Independent Panel (who must not have been directly involved in the matters detailed in the complaint): C/O Mrs Harriet Harrison (Proprietor) who will ensure that all members receive a copy of the letter. The Independent Panel consists of three local professionals who are involved in some way with young people. A list is available on request. They are all independent of the management and running of the school

If the complaint is against the Proprietor the Stage 1 procedures would be carried out by a member of the overarching management team at the centre.

Stage 2: Review by the Independent Panel

The Lead Teacher acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by the panel of three members within 20 working days.

The Lead Teacher arranges to convene a Complaints Panel. The members should have no prior involvement with the complaint and they should elect a person to record all minutes of the meeting. All relevant documentation regarding the complaint should be given to the members of the panel as soon as possible.

The Lead Teacher will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.

It is the responsibility of the Lead Teacher to ensure that the meeting is properly minuted.

After the meeting, the panel will consider the evidence and a written decision detailing all findings will be sent to the Lead Teacher and the complainant and where relevant, the person complained about, within 15 working days.

All written records of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing must be kept in a confidential place.

This policy was ratified May 2024 by Harriet Harrison
Next review date: May 2025