



Manningham Community
Nursery Schools
Federation

Complaints Procedure for Staff and Parents

Principles

- Everyone has the right to make a complaint
- Any complaint will be treated seriously and with respect
- If the complaint can be resolved at any stage, it will not proceed any further

Guidelines for making a complaint

Should you need to make a complaint this is what you should do:-

1. Complain directly to the person against whom you have a grievance

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

2. Contact the person's line manager

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

3. Contact the Headteacher

If this is unsatisfactory, not possible, or you feel you cannot do this, then:-

4. Contact the Chair of Governors - by letter via the office

- Complaints will then be investigated and recorded
- Action will be taken when necessary
- Action may include exclusion from the school, suspension and investigation of staff, termination of contracts with outside agencies/business or legal action
- You will receive a written response to your complaint within 28 days.
- If, after exhausting all the channels, you are still not satisfied with the way your complaint has been handled you have a right of appeal to the Governing Body.

All staff should ensure that the Head teacher is aware of all complaints/concerns from parents. We will maintain a record of all complaints.

**N.B. PLEASE NOTE THIS PROCEDURE DOES NOT REPLACE
PARENTAL RIGHTS TO COMPLAIN TO OFSTED and
ALL COMPLAINTS WILL FOLLOW ALL RELEVANT
LOCAL AUTHORITY GUIDANCE E.G. GRIEVANCE PROCEDURES**

If you are unsure who to speak to please contact our main office who will advise you