



Chelsea Open Air Nursery School
Complaints Procedure Policy

The policy above will be monitored and evaluated following the policy cycle at
Chelsea Open Air

Date of establishment: 2009

Date of Last Review: 2017

Date of next Review: 2020

Approved by *Governors* on:

Signed on behalf of Chelsea Open Air Nursery School: _____

Signed on behalf of the *Governing Body*: _____

Chelsea Open Air Nursery School Complaints Procedure Policy

We trust in general your child is happy at this school. However over a period of time the occasional problem may arise. Should you wish to make a complaint the procedure is as follows:

1. The matter should be discussed with your Keyworker
2. If a satisfactory conclusion is not achieved then the matter should be discussed with the Headteacher. An appointment can be arranged through the school office. This avoids doorstep discussions and allows proper time and consideration to be given to the matter.
3. If a satisfactory conclusion is still not reached, then a formal complaint in writing can be made to the Chair of the Governors by writing to the school.
4. If you remain dissatisfied you can write to the Director of Children's Services at the Royal Borough of Kensington and Chelsea Town Hall, Hornton Street, London W8 7NX.
5. You also have the right to complain to Ofsted by writing to:
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
By phone on: 0300 123 1231
Or email: enquiries@ofsted.gov.uk

Complaints are dealt with in line with the:
DfE School Complaints Toolkit (2014)

Updated December 2017