

Complaints and Giving feedback to schools

Approved by:	Governing Body
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Changes Nov 2024	Updated staff names

Positive Feedback

Please remember to tell us **when we have done something well!**

You can tell your child's teacher in person, or write to the school Collyhurst Nursery School,
Teignmouth Avenue, Collyhurst M40 7QD
Tel: 0161 205 1744

If you have a concern

We aim to provide your child with the best possible education. However, in any school, parents may sometimes feel concerned about something or have a complaint. **If this is the case, we want to hear from you.**

Think about:

- What actually happened, **do you have the full story?**
- Can you approach the member of staff **informally**, and discuss it with them?

If this doesn't work, you might want to make a complaint.

Don't worry...

All complaints will be responded to individually and taken seriously. Your child will not be treated any differently as a result of you making a complaint to school. Your complaint will be confidential **and dealt with during term time only.**

Making a Complaint

If you do have a concern or a complaint to make about the school, there are several **stages you need to follow** (see overleaf).

You shouldn't go to **Step 5** without having first gone through the other stages. You can make a complaint in **person**, by **telephone** or in **writing**. You can get a **complaints form** from the school office.

Step 1:

Talk to another member of staff in the teaching room (not the person you are complaining about)

Speak to a more senior member of staff, or someone you trust. For example, if your complaint is about your child's special educational needs (SEN), talk to the SEND coordinator

If you still feel there's an issue...

Step 2:

Get in touch with the Head teacher or Deputy Head teacher

Write to, ring or make an appointment with the Head or Deputy, who will investigate what has happened.

If you still feel there's an issue...

Step 3:

Write to the Governing Body

- Write to the Chair of Governors with details of your complaint.
- A meeting will then be held between you and a few members of the governing body, so that your complaint can be heard and discussed.
- You will be given a timescale within which to expect a response **during term time only**.

If you still feel there's an issue...

Step 4:

Contact the Schools Complaint Unit 0370 000 2288

If you need help or further information please contact:

Members of staff with responsibility for complaints:
Phillippa Wilson (Executive Headteacher) 0161 205 1744
Deborah Preece – (Head of School) 0161 205 1744
Nicola Burton (Interim Head of School) 0161 205 1744
Lisa Maley (Locality Leader Children's Centres) 0161 205 1744