

GIVING FEEDBACK TO SCHOOL

Positive comments, concerns & complaints Guidance for parents/carers

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.

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 Stage 4 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.



MAKING A COMPLAINT

Stage 1: Talk to another member of staff (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 SEN coordinator



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



Stage 2: Get in touch with the Principal

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



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



Stage 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.



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



Stage 4: Write to the Secretary of State.



If you need help or further information please contact:

Members of staff with responsibility for complaints:

Joanne Fenton (Headteacher) 0161 205 1744

Nicola Burton (Deputy Headteacher) 0161 205 1744

Verla Shaw (Locality Leader Children's Centres) 0161 205 0830

