



Chertsey Nursery School and Children's Centre

Pyrcroft Road, Chertsey, KT16 9ER.

Acting Head Teacher & Head of Children's Centre

Mrs Anne Sauer

☎ 01932 562225

✉ 01932 561720

Children's Centre Manager

Mrs Vicky Wilson

☎ 01932 568758

“At Chertsey Nursery School & Children's Centre Everyone is Special in Different Ways”

The following procedure should be followed if a parent has a concern or complaint they wish to raise:-

Stage 1

Express your concern or complaint to the member of staff responsible for the group your child is in or ask to speak to a senior leader if you would prefer. Most difficulties can be satisfactorily resolved at this stage.

Stage 2

If you are not satisfied with the response, make an appointment to discuss your concern with the Headteacher/Head of Centre, or in her absence, a senior leader. Alternatively you can put your complaint in writing to the Headteacher/Head of Centre if you would prefer. Your concern will be investigated and a response given.

Stage 3

If the Headteacher/Head of Centre has been unable to resolve the issues to your satisfaction, put your complaint into writing to the Chair of Governors c/o Chertsey Nursery School & Children's Centre. The Chair of Governors or nominated governor will investigate and respond.

Stage 4

If you feel that the School/Centre has not properly investigated your complaint or that it has not followed its published procedures, you are entitled to have all matters reviewed by a panel of three governors who have had no previous involvement. A Governor from another school can be a member of this panel. You will be invited to a meeting to discuss the complaint. The panel has 7 working days to respond to the complainant.

If you wish your complaint to be reviewed you should make your request in writing to the Clerk to the Governors c/o Chertsey Nursery School & Children's Centre.

If the above process does not result in resolution the matter should be referred to Surrey County Council on 03456 009 009, who will ensure that contact is made with the appropriate person within the Local Authority.

The following agencies may also be contacted:

The Department for Education: <https://www.gov.uk/complain-about-school/state-schools>

Ofsted: <https://contact.ofsted.gov.uk/onlinecomplaints>

If the complaint made has any child protection implications against an adult, the complaints procedure will be suspended until the child protection issue has been fully investigated and resolved. The Surrey Safeguarding Children Board Guidelines will be followed in this instance (see Safeguarding Policy).