



Atherstone & Bedworth Heath Maintained Nursery Schools and Warwickshire Early Years Hub

Sharing your concerns about your child's education A Parents' Guide

Atherstone Nursery School recognises that at times things can go awry. The guidance will help you understand how to resolve concerns you may have about your child's education.

The school has procedures for dealing with concerns or complaints and we value any feedback about our services, including compliments and suggestions. If you are concerned about any aspect of your child's education you should contact Mrs Nicci Burton (Executive Head of Federation) at the school.

The School's Governing Body has overall responsibility for the school and for ensuring the well-being of pupils and that all pupils receive an appropriate and high standard of education.

The Head of Federation is responsible for making decisions on a daily basis about the school's internal management and organisation. You should contact the school if you are concerned about an issue such as:

- Your child's academic progress
- Special education needs provision
- Your child's welfare
- Bullying
- An incident involving your child which has happened in school

How do I complain to the school?

1. First, we hope you will speak to the relevant member of staff as soon as you have a concern. This will be the family leader or nursery teacher. This information approach is nearly always the quickest and most effective way of resolving your concerns.
2. Should you consider that your concern has not been resolved, it is important to speak to or write to the Head of Federation who will look into your concern.

3. Should you remain unhappy with the Head of Federations's response you need to write with your complaint to the Chair of Governors/Clerk to the Governing Body at the school address. Mark your envelope 'FOR IMMEDIATE ATTENTION' and 'PRIVATE AND CONFIDENTIAL'.

This is how your complaint will be handled:

- **Within 5 working days** the chair of Governors will clarify the nature of your complaint by asking you to submit this in writing.
- **Within 5 working days of receiving the form** the Chair will decide whether mediation should be offered to help you and the Head of Federation explore possible resolution. If mediation is agreed, the Chair of Governors will endeavour to set up the meeting **within 10 working days**. Should that timescale not be possible you will be told the reason.
- Should mediation be not deemed appropriate or unsuccessful, the Chair of Governors or Clerk will set up a panel of Governors to meet **within 15 working days** to consider your complaint. The Clerk will provide details of the hearing and will request any further information you may wish to provide.
- The Complaints Panel will consist of three Governors who (as far as possible) will have no prior knowledge of the events. The Panel will be supported by a Clerk who will take notes during the hearing and will stay with the Panel while they make their decision in case Governors need to be reminded about responses to a particular question. The Panel will hear the complaint impartially and make their decision.

Five working days before the hearing the Clerk will send to you, the complainant, the Head of Federation and the three Panel members, copies of all papers submitted by both sides so that there is sufficient time to read the evidence before the hearing.

Can I take my complaint further? For most complaints, you **cannot** take your complaint to the Local Authority. The Local Authority cannot investigate school matters on a parent's behalf, nor can it review how the school has dealt with your complaint. However, if you feel that the school has acted unreasonably or not followed the correct procedure, you can write to the Secretary of State for Education: https://form.education.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-f1453496-7d8a-463f-9f33-1da2ac47ed76/AF-Stage-1e64d4cc-25fb-499a-a8d7-74e98203ac00/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen