

## **Our complaints procedure**

We hope that families will be happy with every aspect of Lark Hill Nursery School and the stimulating and caring environment which we aim to create.

If, however you do have a complaint here is how you can do it :

### **Stage 1 (informal)**

Please come and talk to us, your key worker or our Headteacher, Miss Jo O'Raw by approaching her, arranging an appointment or by e-mail on [headteacher@larkhill-nur.stockport.sch.uk](mailto:headteacher@larkhill-nur.stockport.sch.uk)

Most complaints can be resolved if we are made aware of them and can discuss them. The results of this meeting will signify the school's response. Alternatively, if your complaint is made in writing and you do not wish to meet with the Headteacher you will receive a written response and this will also signify the school's response at stage 1.

If this does not resolve your complaint within a maximum of 15 school days of receipt of the school's response at stage 1 proceed to stage 2



**Address:** Lark Hill Nursery School, Northgate Road, Edgeley, Stockport, SK3 9PH

**Telephone:** 0161 480 0867

**Website:** [www.larkhill-nur.stockport.sch.uk](http://www.larkhill-nur.stockport.sch.uk)

**E-mail:** [headteacher@larkhill-nur.stockport.sch.uk](mailto:headteacher@larkhill-nur.stockport.sch.uk)



### **Stage 2 (informal)**

Please contact our Chair of Governors, Hayley Whitehouse . Her e-mail address is [h.kershaw@yahoo.co.uk](mailto:h.kershaw@yahoo.co.uk) or you can provide a letter addressed to her to our School Business Manager which will be passed on.

Please outline your complaint in writing giving the reasons for your dissatisfaction and your preferred outcome. This will help to ensure the Chair of Governors fully understand the issues when investigating the matter further.

### **Stage 3 (informal)**

Should you remain dissatisfied with the outcome of Stage 2 you can request the matter progress to the formal appeal stage of the process. Ideally you should do this by writing to the Complaints Resolution Service outlining your complaint, the reasons for your dissatisfaction and your preferred outcome. You should also include any documentation from stages 1 and 2. A meeting of the Governing Body Complaints Panel will be held within twenty school days following receipt of the request (not including school holidays) and a written decision will be sent to both the parent and the Headteacher by the Chair of the Compliant Panel within fifteen days of the appeal meeting.



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This is the final school based stage of the complaint procedure.

**The Complaints Resolution Service** can be contacted on:

0161 474 3895/ 218 1581

[talktous@stockport.gov.uk](mailto:talktous@stockport.gov.uk)

If this does not resolve your complaint you can approach a number of external bodies if you believe that the Governing Body is acting or proposing to act unreasonably,

### **The Secretary of State**

Secretary of State for the Department of Education (DfE)

Sanctuary Buildings

Great Smith Street

London

SW1P 3BT

The Secretary of State would follow up a complaint if they believed the school had either acted unreasonably or failed to carry out a statutory duty. This should be a last resort and you should highlight the steps already taken to resolve the problem



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## **OfSTED**

The Education and Inspections Act 2006 gives OfSTED powers to investigate certain types of complaints from parents about schools. Whilst you should raise any issues with the school first, the types of complaints to which OfSTED can respond include

- The school is not providing a good enough education
- The children are not achieving as much as they should, or their needs are not being met
- The school is not well led or managed, or is not using its resources efficiently
- The children's personal development and well-being are being neglected

You can refer to Complaints to OfSTED about schools here

<https://contact.ofsted.gov.uk/online-complaints-schools>

or call their helpline on 08456 40 40 45

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)



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