



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

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

Most complaints can be resolved if we are made aware of them and can discuss them.

If this does not resolve your complaint,

Stage 2

Please contact our Chair of Governors, Cllr June Somekh. Her e-mail address is Cllr June Somekh cllr.june.somekh@stockport.gov.uk

If this does not resolve your complaint,

Stage 4

Please contact Stockport Metropolitan Council

Stockport Council
Fred Perry House,
Edward Street
Stockport
SK1 3UR

Telephone : 0161480 4949

Find out the different ways to contact the council here:

<http://www.stockport.gov.uk/services/councildemocracy/yourcouncil/contactyourcouncil/?view=Standard>



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

Telephone: 0161 480 0867

Website: www.larkhill-nur.stockport.sch.uk

E-mail: headteacher@larkhill-nur.stockport.sch.uk



If this does not resolve your complaint,

Stage 5

Please contact OFSTED who regulate our Nursery.

Their address is :

OFSTED
Piccadilly Gate,
Store Street
Manchester
M12 WD

Tel: 0300 123 1231

E-Mail : enquiries@ofsted.gov.uk

If this does not resolve your complaint,

Stage 7

Please contact the Department for Education

<http://www.education.gov.uk/schools/leadership/schoolperformance/b00212240/guidance-on-making-a-complaint-about-a-school>



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