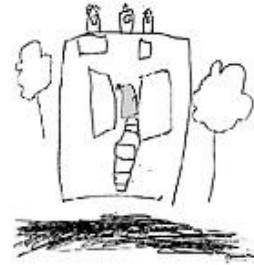


LONDON BOROUGH OF BARNET
MOSS HALL NURSERY SCHOOL
189, NETHER STREET, LONDON N3 1NR
TELEPHONE 020 8445 2518
HEAD TEACHER: Annette Long B.Ed MA
E-mail: office@mosshallnursery.barnetmail.net



Complaints Policy

Guidance notes for parents and carers

1. We work very hard to ensure that your child is happy at this school. On occasions, however, a problem may arise. The great majority of problems can be sorted out informally - in person, by telephone etc. If you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make a complaint the procedure is as follows.
2. General Complaints
 - Take up the problem in the first instance with the class teacher.
 - Either
If a satisfactory solution is not reached then make an appointment with the head teacher by contacting the school office or head teacher directly

Or
If a satisfactory solution is not reached you will need to consider whether to make a formal complaint in writing to the head teacher. Use Complaint Form A which is attached. (Please ask for help with this if needed)
 - If the problem is still not resolved then a formal complaint in writing can be made to the Chair of the Governing Body using Complaint Form B. (Please ask for help with this if needed)
 - If you consider that the problem has not been resolved by the governing body you have the right to make a complaint in writing to the Director for Education (address below)
3. Other complaints

- If your initial complaint is about the head teacher write to the Chair of the Governing Body.
- If your complaint is about a particular member of the governing body write to the Chair of the Governing Body.
- If your complaint is about the Chair of the Governing Body write to the Director of Education, Building 4, N L B P, Oakleigh Road South, London N111NP
- If you consider that the governing body is acting 'unreasonably' or is failing to carry out its statutory duties properly write to the Secretary of State for Education and Skills.
- If your complaint is about the LA contact the Central Complaints Team

Complaint Form A

If you have tried to sort out your complaint with the class teacher and have been unsuccessful and if you wish to take the matter further, please complete this form and send it to the head teacher.

Name _____

Address _____

Tel. No (H) _____

(W) _____

Name of Child _____ Class _____

What is your complaint about? What would you like the head teacher to do about your complaint?

_____ (please continue on a separate sheet, if necessary)

Signed: _____ Date: _____

Complaint Form B

If you have tried to sort out your complaint with the head teacher and you have been unsuccessful and if you wish to take the matter further, please complete this form and send it to the Chair of the Governing body, Councillor Brian Salinger at the school address.

Name _____

Address _____

Tel. No (H) _____

(w) _____

Name of Child _____ Class _____

What is your complaint about? What would you like the governing body to do about your complaint?

_____ (please continue on a separate sheet, if necessary)

Signed: _____ Date: _____