



Comment, Compliment or Complain Policy

Based on Model Policy	No
Review Body	Board of Governors
Date Issued	1st October 2022
Review Frequency	2 Years

Version	Date	Notes
1	01.10.2020	
2	October 2022	

Ludwick Nursery School is committed to:

Safeguarding and promoting the welfare of children and young people and expects all staff, visitors and volunteers to share this commitment.

Eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups. These factors were considered in the formation and review of this policy and will be adhered to in its implementation and application across the whole school community.

Promoting the fundamental British Values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs: any school member or visitor expressing opinions contrary to fundamental British Values, including “extremist” views, will be actively challenged.

Together we are building a better tomorrow

COMMENT, COMPLIMENT OR COMPLAIN POLICY

**Ludwick Nursery School
Holwell Road, Welwyn Garden City, Hertfordshire. AL7 3RP.**

Policy Review

This policy will be reviewed in full bi-annually.

The policy was last reviewed and agreed by the Governing Body in
October 2022.

It is due for review in October 2024.

Signature: 

Date: 18.10.2022

Head Teacher

Signature: Stefanie Murphy

Date: October 2022

Chair of Governors

Each day at Ludwick we make decisions which affect all of the children, parents, carers and staff at the school. We are always grateful to receive your comments and compliments and never take these for granted. There are many ways you can comment or compliment - here are just a few ideas!

Tell us at the gate
or at the door

Send us a note,
letter or email

admin@ludwick.herts.sch.uk

Send us a message
on Class Dojo

Speak to your
child's key Worker

Take part in
questionnaires and
surveys that we send
out

Write a comment in
your child's focus
observation

Complaints Policy

This policy is designed to cover complaints made by parents or carers of children who attend Ludwick Nursery School. All complaints should be made promptly; we will not normally consider complaints made three months or more after the events complained of.

Complaint by a Parent or Carer Whose Child no Longer Attends Our Setting

The purpose of the complaints process is to ensure that if an error has been made, or an injustice done, some action can be taken to remedy matters for the injured party. Where parents have removed their child from Ludwick Nursery School, it is clearly impossible for us to put things right for that child. However, the Board of Governors have a duty of care to the children who remain on roll and will review the circumstances to satisfy themselves that no one had acted inappropriately and that procedures and policies had been followed correctly.

Whilst it would not be necessary to convene a Complaint Panel, it is good practice to inform parents whether the complaint was upheld or otherwise, and of any changes to practice and procedures which have been agreed by the Board of Governors. If a child is removed from roll after a complaint has been made, it is at the discretion of the Headteacher as to whether to proceed with a full complaint panel or management review.

Complaint by a Member of the Public (Not a Parent)

Complaints from members of the public will be dealt with by the Headteacher and beyond that the Board of Governors.

Complaints Regarding Compliance with Data Protection and Freedom of Information Legislation

If Ludwick Nursery School receives a complaint concerning Data Protection or Freedom of Information Compliance, the complaints process outlined in the document should be followed. Advice and guidance about Data Protection and Freedom of Information can be found at www.ico.org.uk

We Care What You Think

Each day Ludwick Nursery School makes many decisions and tries hard to do the best for all the children. Your comments, either positive or negative, are helpful for future planning.

You may want to talk with us about a particular aspect of this school, though not actually make a complaint; you would just like to get something “off your chest”.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel free to contact us.

Our Aims

Your complaint will be dealt with honestly, politely and in confidence.

Your complaint will be looked into thoroughly and fairly.

If your complaint is urgent we will deal with it more quickly.

We will keep you up to date with progress at each stage.

You will get an apology if we have made a mistake.

You will be told what we are going to do to put things right.

You will get a full and clear written reply to formal complaints within 28 working days

How to Make a Complaint

Informal Stage - In the First instance

If you have a concern about anything that we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing, by letter or email. We hope that most complaints can be

settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you do not understand why we are doing something in a particular way, please come in and discuss this with the room lead or another appropriate member of staff.

We know that it can feel uncomfortable to question or challenge something, but if you don't tell us what is worrying you, we cannot explain what we are doing or try to put it right. If the member of staff you speak with in the first instance is unable to attempt to resolve the matter, you should make an appointment with the Headteacher.

You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

First Formal Stage

Request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome within 10 working days.

If your complaint is regarding the Headteacher, you should write to the Board of Governors.

If your child has an Education, Health and Care Plan (EHCP), the SEND Information Advice and Support Service (SENDIASS) may also be able to help you.

Second Formal Stage

If you remain dissatisfied following the first formal stage and you wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Board of Governors. In the letter you should:

- Make it clear why you are complaining
- Say who you have spoken to already
- Explain what you want to happen as a result of your complaint

The Board of Governors will convene to consider and investigate your complaint and will aim to deal with it within 28 working days. The decision of the Board of governors is final and there is no further right of appeal.

Vexatious Complaints

Occasionally a complainant may remain dissatisfied even though Ludwick Nursery School has made every effort to resolve an issue or they may react in an inappropriate verbal or aggressive manner. In this case the school reserves the right to restrict contact. Any restrictions will be appropriate and proportionate. The complainant may be asked to:

- Communicate via letter or email
- Communicate via the Headteacher
- Contact the setting on specific days only or restricted times
- Enter into an agreement about contact with Ludwick Nursery School

If a complainant attempts to reopen an issue that has already been examined through the complaints procedure, the Headteacher will inform them in writing that the procedure has been exhausted and the matter is now closed.

Appendix: Flowchart of Complaints Process

