



Policy for Concerns and Complaints

We encourage parents and carers to tell us how we are doing! By listening, we are able to evaluate and improve the quality of service we offer. In the event of any parent/carers being unhappy about the care their child/children is receiving or if there is any other reason for concern, parents/carers should, in the first instance, raise the matter with the child's class teacher/key-worker. They will be happy to discuss matters with you and address them where possible. If you are still not satisfied and feel your concerns are not being addressed, please speak with the Co-Principals/Nursery Manager. An appointment can be made by contacting the School Office. We aim to talk to or meet with parents within 48 hours for a meeting and within 12 hours for a phone discussion/email.

Once we receive a complaint:

In the event that a concern cannot be solved at the first meeting we will investigate the matter – this usually will include speaking to any member of staff concerned, any witnesses. A suggested time limit will be given in which feedback to the parents will be made. Once we have investigated as fully as possible we will report back to the parents with suggestions for resolution/policy changes etc.

Who can make a complaint?

Anyone who uses the services.

What might you complain about?

- Dissatisfaction with our services
- Concerns about the conduct of a member of staff
- If you see or hear something that worries you

How can you voice your concerns?

Talk to the member of staff involved. Sometimes a misunderstanding can be sorted out quickly. Talk to the Nursery Manager and/or Co-Principals. Should you feel that your complaints have not been dealt with you may follow the procedure below to make a formal complaint. To make a formal complaint please write down your concerns and state that you wish to make a formal complaint. If you prefer, not to make the complaint formal, you may also request an informal meeting to discuss your concern. All written formal complaints will be recorded in a central complaints file with details of the outcomes.

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Lloyd Williamson Schools (Age 6months to 16 Years)	Lloyd Williamson Nursery and Pre-School Kensington
Lucy Meyer, Proprietor & Co-Principal Aaron Williams, Co-Principal 12 Telford Road London SW10 5SH Tel: 020 8962 0345 admin@lws.org.uk	Ramona Cristea, Manager 112 Palace Gardens Terrace London W8 4RT Tel: 020 7243 3331 pgt@lws.org.uk



- witnesses. A suggested time limit will be given in which feedback to the parents will be made. Once we have investigated as fully as possible we will report back to the parents with suggestions for resolution/policy changes etc
2. Should the response of the Co-Principals/Nursery manager not suffice, parents may request that their complaint be reviewed by a panel of three people, 2 of which are involved with the school but not directly involved in the matters detailed in the complaint. One of which will be an independent external person. Parents may attend this meeting and be accompanied by a representative of their choice. Any recommendations made by the panel will be passed to attendees of the meeting and to those directly involved in the complaint. The Co-Principals will amend any policies and future practice as necessary.
 3. Records of formal complaints and how they were resolved will be kept at the school.
 4. Should parents feel that the response of the school has not been adequate, they may contact OFSTED. There is a detailed complaints procedure published on their website and they can be contacted on: 0845 601 4772.

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Lucy Meyer

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