



Chelsea Open Air Nursery School and Children's Centre

## **Complaints**

The policy above will be monitored and evaluated following the policy cycle  
at

Chelsea Open Air

Date of establishment: 2009

Date of Last Review: 2015

Date of next Review: 2018

## Chelsea Open Air Nursery School and Children's Centre Complaints Procedure Policy

We trust in general your child is happy at this school. Obviously, however over a period of time the occasional problem will arise. Should you wish to make a complaint the procedure is as follows:

1. The matter should be taken up with the Keyworker
2. If a satisfactory conclusion is not achieved then the matter should be discussed with the Head of Centre by arranging an appointment through the school office. This avoids doorstep discussions and allows proper time and consideration to be given to the matter.
3. If a satisfactory conclusion is still not reached, then a formal complaint in writing can be made to the Chair of the Governors by writing to the school.
4. If you remain dissatisfied you can write to the Triborough Director of Children's Services at the Royal Borough of Kensington and Chelsea Town Hall, Hornton Street, London W8 7NX.
5. You also have the right to complain to Ofsted by writing to:  
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD  
By phone on: 0300 123 1231  
Or email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Complaints are dealt with in line with the:  
DfE School Complaints Toolkit (2014)

Updated December 2015