

## Further Information

### Further action

If the you feel that the Governing Body acted unreasonably in the handling of the complaint, you can complain to the Department for Education after the complaints procedure has been completed.

Ofsted will also consider complaints about schools. You can contact Ofsted if you think that a school isn't run properly and needs inspecting. Ofsted will not look into problems with individual children. This course of action is only available if GNSFC's Complaints Procedure has already been followed.

### Unreasonable complaints

For the definition of unreasonable complaints please see GNSFC's Complaints Procedure. If a complainant's behavior causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

Hazel Avenue, Guildford Surrey GU1 1NR  
T: 01483 566589

E: [admin@guildfordnscs.surrey.sch.uk](mailto:admin@guildfordnscs.surrey.sch.uk)

York Road, Guildford Surrey GU1 4DU  
T: 01483 561652

E: [info@guildfordnscs.surrey.sch.uk](mailto:info@guildfordnscs.surrey.sch.uk)

Guildford Family Centre at The Spinney  
Southway, Guildford, Surrey GU2 8YD  
T: 01483 510570

E: [receptionfc@guildfordnscs.surrey.sch.uk](mailto:receptionfc@guildfordnscs.surrey.sch.uk)

[www.guildfordnscs.surrey.sch.uk](http://www.guildfordnscs.surrey.sch.uk)

### Procedural advice

For procedural advice please contact the Headteacher or Clerk to the Governing Body.

Advice is also available from Surrey County Council.

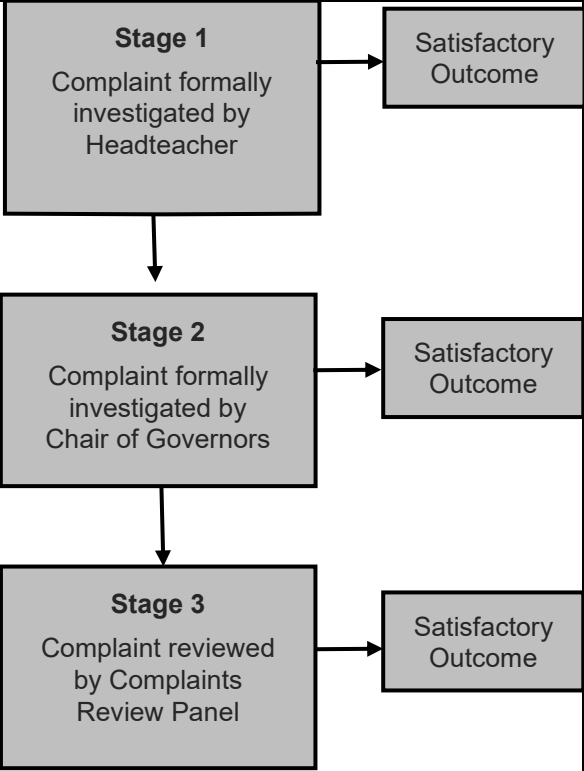
### Surrey County Council contact details

**Telephone:** 03456 009 009  
(8am-6pm weekdays, excluding bank holidays)

**Email:** [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)

## A brief guide to Guildford Nursery School and Family Centre's Complaints Procedure



<p><b>Introduction</b></p> <p>GNSFC endeavours to provide the best education and support possible for all of its children and families in an open and transparent environment. We welcome any feedback that we receive from parents, families and third parties, and we accept that not all of this will be positive. Where concerns are raised, GNSFC intends for these to be dealt with:</p> <ul style="list-style-type: none"> <li>• Fairly</li> <li>• Openly</li> <li>• Promptly</li> <li>• Without Prejudice</li> </ul> <p>GNSFC operates a three stage formal complaints procedure (detailed overleaf). For more information please refer to GNSFC's Complaints Procedure document (available on the GNSFC website).</p> <p>If you need to raise an issue in the first instance, please do so with the relevant member of staff, usually the Key Person or Family Support Worker, who will be happy to talk to you and seek to establish a solution.</p> <p>If you are not satisfied with this response and believe the issue has not been resolved, please use the three stage formal complaints procedure.</p>	 <pre> graph TD     S1[Stage 1 Complaint formally investigated by Headteacher] --&gt; SO1[Satisfactory Outcome]     S1 --&gt; S2[Stage 2 Complaint formally investigated by Chair of Governors]     S2 --&gt; SO2[Satisfactory Outcome]     S2 --&gt; S3[Stage 3 Complaint reviewed by Complaints Review Panel]     S3 --&gt; SO3[Satisfactory Outcome]   </pre> <p>However, if your complaint relates to:</p> <ul style="list-style-type: none"> <li>• Child Protection/Safeguarding</li> <li>• Admission to Nursery</li> <li>• Exclusion</li> <li>• Special Educational Needs and Disabilities (SEND)</li> </ul> <p>then please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.</p>	<p><b>Stage 1</b></p> <p>Complaints should be expressed to the Headteacher in writing. The Headteacher (or delegated member of SLT) will formally investigate and respond to your concerns in writing.</p> <p><b>Stage 2</b></p> <p>If you remain dissatisfied following the response of the Headteacher at Stage 1, please complete the Stage 2 complaint form (available from Reception) and return it to the Chair of Governors (via Reception). The Chair of Governors (or delegated governor) will formally investigate and respond to your concerns.</p> <p><b>Stage 3</b></p> <p>If you remain dissatisfied following the response of the Chair of the Governors at Stage 2, please complete the Stage 3 complaint form (available from Reception) and return it to the Clerk to the Governing Body (via Reception). A Complaint Review Panel of three governors will be convened to review your complaint. You will be informed in writing of the outcome of the review.</p> <p><b>Mediation</b></p> <p>In some cases, mediation may be available to assist in resolving your concerns. Please contact Reception for further details.</p>
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