

We welcome any comments you would like to make with regard to our setting. If you are particularly pleased about an aspect of the education or care your child receives please feel free to compliment the practitioner(s) concerned. Staff at Millfields work extremely hard and positive feedback is encouraged.

However, if you have a concern or worry regarding your child's education or care we also encourage you to comment. Please address your comment to the member of staff concerned in the first instance. If you are still unhappy please ask to speak to the daycare manager (if the complaint is about our extra services) or the headteacher (if the complaint is about the nursery school or the extra services.) If, having spoken to the headteacher, the matter is still unresolved issues can be referred to the Chair of Governors. At this stage complaints should be made in writing addressed to the Chair c/o Millfields Nursery School community Services, Lichfield Road, Bloxwich WS3 3LU. The Chair will investigate the complaint. This may then be referred to the full Governing Body for discussion. Governors can

- Dismiss the complaint as a whole or in part
- Uphold the complaint as a whole or in part
- Decide on appropriate action to resolve the complaint
- Recommend any changes needed to the school systems to avoid a recurrence of the complaint

Governors will take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy.

At Millfields we offer education and care for children as young as 6 weeks old to 4 years old. Our Playscheme offers places for children up to 8 years old. We appreciate that parents/carers lead busy lives and the headteacher and staff will do all they can to resolve any difficulties as soon as possible. An appointment is not usually necessary but may sometimes be appropriate in order that you are given the time and attention you need.

Children learn how to behave by modelling the behaviour of the adults around them. We therefore insist that all comments are made in a polite manner. Children, staff and parents/carers are to behave in a courteous manner on Mill fields premises.

June 22

Signed.....

Date