



Ecole maternelle française
French Nursery School
64 Garfield Road
London SW11 5PN
Tel: 020 7326 9642

Ecole maternelle bilingue
Bilingual Nursery School
2 Stormont Road
London SW11 5EN
Tel: 020 3774 0081

office@ecoleduparc.co.uk

COMPLAINTS PROCEDURE

In accordance with The Early Years Foundation Stage

1. The Complaints procedure is made available to parents on the school website, in each classroom and in the office.
2. Complaints about the school or members of staff must first be brought to the attention of the Manager in charge (Elisa Sicking- Bressler or Eva Toth). At its initial stage, we encourage the parents/ carers to make the complaint on an informal basis. This should be done either in person (the Manager is on-site everyday) or by telephone.
3. If the complainant is not satisfied with the informal approach, then the school should be made in writing, to the attention of Elisa Sicking-Bressler and Eva Toth
4. The Manager in charge will make every effort to see you within a day of receiving the complaint. Every attempt will be made to resolve the issue/problem during the week the complaint was initially raised. If needed, the teacher responsible for the child will be involved, and an action plan agreed by all parties will be drawn.
4. If a parent is not satisfied with the outcome of the complaint (whether it has been made informally or in writing) or the way it has been handled, then OFSTED can be contacted on 0300 123 1231.
5. Records of complaints are kept in a Complaints Book.

Reviewed by: Elisa Sicking-Bressler and Eva Toth

Review date: 12/10/2017

Next review: October 2018