



ST JOSEPH'S CATHOLIC PRIMARY SCHOOL
Connor Road, Dagenham, Essex RM9 5UL
Tel: 0208 270 6480

*Email: office@st-jodag.bardaglea.org.uk
www.stjosephsdagenham.co.uk*

How to make a complaint about funded nursery hours

Our complaints policy is on our website under the Key Information / Policies section.

We ask that your first step should always be to call the school office on 0208 270 6480 or email office.st-joag@bdcs.org.uk if there is something you are unhappy about. Alternatively, please speak to your child's teacher, our Headteacher Mrs Hinton or Deputy Headteacher Mrs Nelson-Cole when you collect your child from school.

If you are still unsatisfied, the next stage would be to write to our Chair of Governors care of the school office (email as above, or send a letter to St Joseph's Catholic Primary School, Connor Road, Dagenham, Essex, RM9 5UL).

If your complaint has still not been resolved, and it relates specifically to how the school is delivering funded nursery provision, you should contact the London Borough of Barking and Dagenham Early Years & Childcare Team by email (fis@lbbd.gov.uk) or post at 80a Gascoigne Road, Barking, IG11 7LQ.

The complaint should include how you would like the issue resolved, and how you have tried to resolve it already. If you have not contacted the school to discuss the issue, you should indicate clearly why you have not done so.

The local authority will then assess if the complaint needs to be taken further. If not, they will contact you and explain why.

If there appears to be an issue, the local authority will contact the school by phone or email to discuss it and specify how they would like us to rectify the situation.

We then have 14 days to appeal against this.

If the issue is financial and not resolved within one month, the local authority may withhold funding from the next payment.

If there is still no resolution, you may then complain to the Local Government and Social Care Ombudsman. Please see their website here for details:
www.lgo.org.uk.