

# West Exe Nursery School

## Complaints Policy



West Exe Nursery School believes that if somebody wishes to make a complaint or register a concern, they should find it easy to do so. It is the School's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and carers are taken seriously.

### Complaints Procedure:

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive attitude. We should always attempt to resolve the complaint at the lowest possible level.
- Front line staff who receive an oral complaint should seek to solve the problem immediately if possible.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- If staff cannot solve the problem immediately, they should offer to involve the Lead Teacher. (if not on site, contact by mobile phone leaving details of the complaint & complainants contact details).
- After talking the problem through, the person dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the Lead Teacher should clarify the agreement with the complainant in writing and offer to communicate the outcome either in writing or via a meeting.
- If the suggested plan of action is not acceptable to the complainant then the Lead Teacher should ask the complainant to put the complaint in writing to the Head.
- The Head should investigate and advise the complainant of the outcome of their investigation. If the complainant feels the matter is not resolved to their satisfaction, the complainant may take their concern to the Chair of Governors and his details can be obtained from Reception.

- The Chair of Governors will convene a small panel to investigate concerns raised and may request a meeting with the complainant if deemed necessary. A letter will be sent outlining the findings of the investigations and any actions taken. This is the final stage of the complaint's procedure, however if the complainant remains dissatisfied they are at liberty to raise the matter with the Department of Education.

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On behalf of the Governing Body

Renewed date: January 2024

Next Renewal date: January 2026