

Exeter Nursery Schools Federation

Complaints Policy



Exeter Nursery School's Federation believe that if somebody wishes to make a complaint or register a concern, they should find it easy to do so. It is the Federation's policy to take complaints seriously and look upon them as an opportunity to learn, adapt, improve and provide better services where the complaint is valid.

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 and courteous.
- 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 Lead Teacher will 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.
- 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 Local Authority, Department of Education or OFSTED

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On behalf of the *Governing Body*

Renewed date: Feb 2026

Next Renewal date: March 2027