

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 or aggressive attitude.
- 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 get the Lead Teacher to deal with the problem (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 and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or letter).
- 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.
- If the complaint is still not resolved, 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 complaints 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 2019

Next Renewal date: January 2021