



Complaints

At Westlands Nursery we try our best to ensure that the needs of all our children, parents/carers and staff are met and that our school is a safe and happy place for all. However, we do recognise that at times concerns can arise, or mistakes are made, and we ask that these are brought to our attention as soon as possible to allow us time to investigate an incident or problem and resolve the issue.

Problems sometimes arise from misunderstandings which can be easily addressed. Most concerns and complaints can be sorted out quickly by speaking with a member of staff.

If you feel you have not been able to resolve an issue, then we have a clear complaints procedure for you to follow.

A link to the Complaints Policy is below, which clearly describes the procedure and provides timelines:

[Swale Academies Trust Complaints Policy](#)

Summary of Complaints Procedure

Stage 1 - Informal expression of concern to the school

If a parent/carer is concerned about anything to do with the education being provided at a Trust school they, in the first instance, should discuss the matter with the member of staff concerned. In our experience most matters of concern can be resolved quickly and positively in this way. Members of the school's Senior Leadership Team may be involved at this stage without the need for a formal complaint.

Stage 2 - Formal complaint raised in writing to the Headteacher/Head of School

A formal complaint should be made in writing by completing the **Stage 2 Complaint Form**

W Copy of Complaint Form - Stage 2.docx for the attention of the Headteacher/Head of School via the school office or school email (see school website). Receipt will be acknowledged within **5 school days**. The Headteacher/Head of School reserves the right to allocate the investigation to another member of the Senior Leadership Team. The Headteacher/Head of School will respond in writing.

If the complaint is about the Headteacher/Head of School/Manager, a completed **Stage 2 Complaint Form** should be referred to the Company Secretary via the Trust office* for a Trust Senior Leader to review.

All complaints are taken seriously and most complaints are normally resolved at this stage. The outcome of the investigation will be communicated within **15 school days**. This will be in the form of a written response, with full explanation of the decision and the reason for it, as well as any action taken.

Stage 3 - Formal escalation to Director of Primary.

Please note that if the school is not aware of the complaint or has not had the opportunity to fully resolve it, it will be assessed and redirected to Stage 1 or 2.



Stage 3 complaints should be made in writing by completing the **Stage 3 Complaint Form**

W Copy of Complaint Form - Stage 3.docx within **10 school days** of the Stage 2 response for the attention of the Director of Primary via the Company Secretary at the Trust Office*.

Receipt of the complaint will be acknowledged within **5 school days**. The Director of Primary reserves the right to appoint an appropriate senior leader to review the complaint at this stage. All previous evidence and communication will be reviewed and a formal response to the complainant will be prepared. The outcome of the investigation will be communicated within **15 school days** with a full explanation of the decision and the reason for it as well as any action taken.

Stage 4 - Formal Complaint Hearing

The complaint process/outcome will be reviewed by the CEO and may be referred back to Stage 3 as a result.

Complaints at this stage should be made within 10 days of the decision at Stage 3. The complaint should be made in writing by completing the **Stage 4 Complaint Form** **W Copy of Complaint Form - Stage 4.docx** addressed to the CEO via the Company Secretary at the Trust Office*, and should set out why you remain unhappy and what you wish to see happen. The complaint will be acknowledged within **5 school days**. A Complaints Panel, of at least three people, will be convened within **20 school days**. None of the members of the Complaints Panel will have been directly involved in any previous consideration of the complaint. One of the members of the Complaints Panel will be independent of the management and running of the Trust.

A complaint made against the CEO or the Trust should be made in writing and directed to the Chairman of the Board of Directors/Trustees via the Company Secretary at the Trust Office*.

*(enquiries@swale.at);

Company Secretary, Swale Academies Trust, Ashdown House, Johnson Road, Sittingbourne, Kent ME10 1JS.