

Complaints Procedure

At nursery we take complaints very seriously. All complaints are investigated promptly and appropriate action is taken on any concerns raised. We are committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

All complaints are recorded and are available on request from both OFSTED and parents. These records include any action taken for each individual complaint.

Stage One

If a parent/carer has a complaint about some aspect of the nursery's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. They will then try to resolve the problem.

Stage Two

Parents/carers should put their complaint in detail and in writing to the Manager/ registered person. We will acknowledge receipt of the complaint send a full and formal response.

The formal response to the complaint from the nursery will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to policies or procedures emerging from the investigation. This will all take place within 28 days of having received the complaint.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Contact details for Ofsted:

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