

Complaints Policy

We welcome any suggestions on how to improve our nursery and will take any concerns about running our nursery seriously. If a parent/carer has a complaint then we would like you to talk to a member of our staff as soon as the problem arises. We believe any complaints should be resolved in a quick and informal manner by a member of staff. If the complaint cannot be resolved satisfactorily and are unhappy with the nursery then please follow the following procedures:

Stage 1

Initially any complaints or concerns should be discussed with the child's key person or a member of staff/room leader/management. Whenever possible this should be done promptly so the concern can be resolved.

Stage 2

If the issue remains unresolved or you have received an unsatisfactory outcome and parents/carers are still concerned then a complaint should be put in writing and given to the nursery manager. The nursery manager will make every attempt to resolve the matter with the parents/carers. The nursery will keep a record of any complaints made, the outcome of any complaints and details of how they are resolved in a log book.

(Most complaints are usually resolved at Stage 1 or Stage 2)

Stage 3

If the parents/carers remain dissatisfied after Stage 2 then a meeting can be arranged with the owner of the nursery and a senior member of staff to ensure that the matter is dealt with effectively. All discussions and information relating to individuals involved in the complaint will be kept confidential and an agreed written record will be held to signify the outcome of the procedure. Complaints will be held in a file for 3 years.

Stage 4

If the matter/complaint still cannot be resolved or you are not happy with the outcome and feel you need to take the matter further then you can contact

Ofsted. Ofsted will make a report of their findings and any actions that need to be taken. The contact details for Ofsted are:

Office for Standards in Education (Ofsted)

National Business Unit
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
Telephone: 0300 123 1231

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