

ABC NURSERY POLICIES AND PROCEDURES

POLICY 8: Complaints Policy

- 8.1 ABC Nursery is committed to ensuring the views and opinions of others are valued, encouraged and responded to. Parents / carers who are concerned about any aspects of the nursery's provision should first talk to a senior member of staff.
- 8.2 If a parent makes a complaint then it is the statutory duty of the Nursery Manager to investigate this complaint. The Manager or a senior member of staff will investigate the complaint and interview all relevant staff and record the content of these meetings in writing. Where applicable to the complaint, and as part of the investigation the Nursery may meet with the complainant or follow up with a conversation to seek any further details and/or to seek clarification.
- 8.3 If a parent makes a complaint then it is the duty of the Nursery Manager or Senior member of staff to inform Mrs Ginn either verbally or in writing that a complaint has been made and by whom, giving outline details of the nature of the complaint.
- 8.4 It is the statutory duty of the Nursery to notify the complainants of the outcome of the investigation within 28 days. This may also include a meeting with the complainant and or parents.
- 8.5 All discussions among the staff team should be kept confidential and only shared on a need-to-know basis.
- 8.6 A written record of any meetings between the Nursery Manager and the parents (s) will be kept, recording what has been stated by all parties and any outcomes from this meeting. What has been discussed and written records of the meeting will be kept confidential but the Nursery Manager may provide feedback to staff involved in the complaint if further information / details are required.
- 8.7 The parent / carer can have a friend or partner present if required and an agreed written record of the discussion should be made alongside the written findings of the Nursery's investigation.
- 8.8 In the event that you are unhappy, we would encourage parents to discuss this with staff or one of the senior staff members and we shall attempt to resolve your concerns. However, there is an opportunity to raise complaints directly to Ofsted using the details listed below:
Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester. M1 2WD
Contact telephone number: 0300-123-1231
- 8.9 If a parent / primary carer does not feel that the situation has been resolved to their satisfaction and they wish to take the complaint further then they can contact Ofsted.

- 8.10 Procedures for raising comments, compliments, concerns and complaints are given out in the Admissions information.
- 8.11 All complaints whether verbal or in writing will be passed by staff on to the management team. It is the duty of the management team to register this complaint accurately in writing and pass on this information to the proprietor.
- 8.12 ABC Nursey believe that most complaints are made constructively and can be sorted out at an early stage.
- 8.13 ABC Nursery believe that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. If there are any language barriers then the nursery will do their utmost to resolve any difficulties by asking for additional support.
- 8.14 A summary log of all complaints will be kept on site, and the record of complaints will be available to Ofsted
- 8.15 Allegations against adults working or volunteering with children:
The Nursery will consider any comments, concerns or complaints that must be dealt with under our Safeguarding policy and procedures.
Please see our Safeguarding Policy for more information.
- 8.16 This policy is not a standalone document and works in conjunction with other nursery policies as required, as per our Adoption of Policies Procedure.

