

Complaints and Compliments

Our nursery believes that parents are entitled to expect courteous and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and wholeheartedly acknowledge that you may wish to voice your appreciation to the staff concerned. Please feel free to proceed with your gratitude via Tapestry, email or verbal communication.

It may also be that a parent feels they are dissatisfied with an aspect of care or operation of the setting. They may feel it is necessary to voice their concerns. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the Safeguarding Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Complaints procedure

Stage 1

If any parent should have cause for complaint or any queries regarding the care/welfare provided by the nursery or are dissatisfied with their child's education and learning, they should in the first instance take it up with the child's key worker or a senior member of staff.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Nursery Manager. The Manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the Manager, parent and the Nursery Director to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which 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.

Parents are made aware that they can contact Management or Ofsted in any stage of the complaint and information can be provided on how to make contact with any party.

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 investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

OFSTED CONTACT DETAILS:

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Complaints Helpline Number: 0300 123 1231

Date of Policy	Signed on behalf of setting	Date of Review
September 2015		September 2022