

Our Lady's Catholic Primary School



**We aspire that through the love of Jesus everyone should
"have life and have it to the full."
Jn. 10v10**

COMPLAINTS POLICY

Approved by: School Governors	Date: Oct 2021
Last reviewed on:	Date: Sep 2025
Next review date:	Sept 2026

Complaints Policy

NRSRY_04_02

1. Confidentiality

- 1.1 Confidentiality is ensured where appropriate, and/or requested, if parents/carers or any visitors to the setting raise any concerns, worries or complaints.
- 1.2 Complaints will be dealt with in a confidential, sensitive and prompt manner by an appropriate member of staff.

2. Comments and Concerns

- 2.1 All comments, criticisms and complaints are taken seriously.
- 2.2 All concerns and suggestions are genuinely welcomed and valued by the nursery; we recognise that feedback from our families is essential to the standard of care and education that we provide within the setting.
- 2.3 It is paramount to nursery life that families feel able to share suggestions or concerns in order that we may work together to build the best environment for the children in our care.

3. Welcome Meetings

- 3.1 New families to the setting are invited to attend a welcome meeting with a member of the management team, during which time we will discuss the importance of parents/carers feeling that they are able to discuss any matters with us, at any time.
- 3.2 New families will be reassured with regards to our genuine 'Open Door Policy' that exists within the nursery.
- 3.3 Our expectations in regards to the importance of working in partnership with parents will be discussed during this meeting.

4. Complaints

- 4.1 The nursery manager (or deputy in their absence) will immediately investigate any complaint/concern and gather as much information as possible, regardless of the nature of the complaint. The nursery manager will keep the parent concerned informed of all investigations where appropriate.
- 4.2 All complaints will be recorded, discussed with the management team and the Head Teacher of the school.
- 4.3 Parents/carers will be made aware that they have the right to telephone Ofsted (0300 123 1231) should they have a complaint which they feel has not been dealt with to their

satisfaction. By law, a poster with this information is displayed in the main corridor of the nursery.

4.4 In the event of Ofsted upholding a formal complaint, the nursery is required to inform all parents of the complaint and any action that was taken within 28 days.

4.5 The nursery manager and/or head teacher, will take appropriate action following the investigation, in accordance with the written policies of the nursery.

4.6 Complaints and the final outcome will be recorded in the Compliments, Comments and Complaints folder, located in the nursery office, complainants will be notified of the outcome.

5. Family Meetings

5.1 Meetings to discuss a child's individual progress are held twice a year (Chance to talk) during which time parents/carers are invited to discuss their child's wellbeing and progress with their key person.

5.2 Parents are reminded that they are welcome to request an appointment with the nursery manager at any time to discuss any matter relating to their child or the nursery as a whole.

6. Feedback Questionnaires

6.1 In order to ensure that the nursery receives useful feedback that informs the practice and enables continuous improvement, questionnaires are issued to parents at the end of the school year.

6.2 All responses are appreciated and replies are carefully processed, evaluated and acted upon wherever necessary.

6.3 Questionnaires can be left anonymous and parents will be reminded of this on the forms given.

6.4 A suggestions box will be available at all times in the nursery hallway for parents/carers to utilise as they wish.