



## **Complaints Policy**

Our nursery believes that parents are entitled to expect courtesy 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 that you might like to voice your appreciation to staff concerned.

Complaints should 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.

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.

### **Procedure**

#### **Stage 1**

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

#### **Stage 2**

If the issue remains unresolved and there is not a satisfactory outcome, then the manager should be contacted. 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 days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(We hope that most complaints will be resolved informally at stage 1 or 2.)

#### **Stage 3**

If the matter is still not resolved a formal meeting should be held between the manager, parent and the senior staff member to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record 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. Our EY or registration number is 500710

OFSTED area officer can be contacted for advice/support.

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231

A record of complaints will be kept in the nursery. 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 only be accessible by the parties involved.

In case of a complaint relating to safeguarding children, please refer to the safeguarding policy.

Date - September 2019

Signed Manager –

Review - September 2020

Signed Director –