



## Complaints and compliments

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 the staff concerned.

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 or early learning provided by the nursery 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 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 log book 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 senior staff member 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 the above in all stages of complaints and are given information on how to contact them.

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 any 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.

### **Contact details for the regulator:**

Ofsted **0300 123 1231**

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Internal use only

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
15 <sup>th</sup> June 2012	Rebecca Swindells	August 2013 Review complete