



COMPLAINTS POLICY & PROCEDURES

The Nursery aims to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful and serious attention to any concerns that you may have by following our complaints procedures as outlined below:

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 worker.

Stage 2

If the issue remains unresolved and there is not have a satisfactory outcome, then the Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent within 10 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 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 Nursery Manager, Parent and Corporate Services Manager 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, telephone number: 08456 40 40 40.

A record of complaints will be kept in the nursery. These will be accessible only to the parties involved and will be stored as confidential files.

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

We hope that at all times you will be happy with the service provided, our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery at any time.

The role of the registering authority

In some circumstances, it will be necessary to bring in the Ofsted's Inspection and Support Unit (IST), who have a duty to ensure that laid down requirements are adhered to. Either the parent or Nursery Manager can refer to them if necessary. They would be involved if a child appeared to be at risk or where there seemed to be a breach of registration requirements. In these cases both the Parent and Happy Nursery Days would be informed of the complaints process and Ofsted would ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted: July 2009

Signed on behalf of the nursery: M. Campbell

Date for review: August 2010