

## Complaints & 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 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:

### **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.

### **stage 2**

If the issue remains unresolved and there is not a satisfactory outcome, then the manager should be contacted or the proprietor. 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. A summary of the complaint will be recorded in the Summary Complaints Record (Pre-school learning book).

(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, the proprietor if appropriate, parent and the senior staff member to ensure that it is dealt with sufficiently within 28 days from receiving a formal written complaint. Consent for the parent should be obtained before any information in relation to the complaint is shared with a third party. 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 tel: 0300 123 1231**, [www.ofsted.gov.uk](http://www.ofsted.gov.uk) , quoting our registration no. EY402035.

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 be only accessible by parties the involved.

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

**This policy was adopted on 18<sup>th</sup> February 2010**

**Signed on behalf of the nursery:** .....

**Signed by Manager**.....

**Date for review:** 18<sup>th</sup> February 2012