



Concerns and Complaints Policy

Statement of intent

Our nursery believes that children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly.

Aim

We aim to bring all concerns about the running of our nursery setting to a positive conclusion for all involved.

Procedure

To achieve this, we operate the following procedure:

Stage 1

- Any parent/child/staff member who has a concern about an aspect of the nursery should raise this with either a member of the team verbally, or to the nursery in writing. The concern or complaint will be acknowledged by the nursery manager/owner who will instigate and report back as soon as practically possible but definitely within 28 days as required by Ofsted.
- Most concerns or complaints should be resolved at this stage.

Stage 2

- If the complainant is not satisfied with the outcome of the investigation, he or she should request a meeting with the owner/manager to discuss this further.
- An agreed written record of the discussion is made as well as any decision or action to take as a result.
- The nursery owner/manager should contact the complainant within the agreed time limit to inform them when action have been completed.
- If the complainant is satisfied at this stage the concern or complaint will be closed.

Stage 3

- If the concern or complaint cannot be resolved in stage one or two then the complainant has the right to contact Ofsted to investigate.

Ofsted

The address and telephone number for contacting Ofsted are:

Ofsted, Picadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

- These details are displayed for parents/carers and staff.

Records (see complaints file)

- A record of concerns or complaints will be available for parents/staff and Ofsted upon request.
- A confidential log of the concern or complaint information will be made, along with any action taken.
- A log containing full details will also be maintained in a file which will be available for inspection by appropriate authorities or persons.