



## **Complaints Procedure**

### **Purpose**

We aim to offer a welcome to each 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 attention to their needs and wishes. Our intention is to work in partnership with parents and the community in general, we welcome suggestions on how to improve our nursery at any time.

The nursery does have an official Complaints Record, available from the office, which can be completed and returned to the Manager. The points raised will be dealt with by the management and staff concerned as soon as possible. This record will be made available to Ofsted whenever required.

This policy seeks to detail the procedures to follow in the event of a complaint, in order that this may be allayed as swiftly as possible.

### **Making concerns known**

- A parent who is unhappy about any aspect of the nursery's provision should first talk to the Manager or Deputy Manager and discuss their concerns.
- If this does not have a satisfactory outcome within a reasonable time, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Manager and a Director. Both parents and the Manager/Director may have a friend present. A written record of the meeting should be made. A written complaint must be resolved within 28 days.

### **Most complaints should be resolved informally or at this initial stage**

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Manager with a view to involving more than one Director.
- If parents and nursery cannot reach an agreement, consideration should then be given to involving an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator shall keep all discussions confidential. They will meet with the group if requested and will keep a written record of any meetings that are held and of any advice given. At this stage the Operations Managers will also be present.

### **The role of the registering authority**

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit, Ofsted, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parents and nursery would be informed and would work with the social services department to ensure a proper investigation of the complaint followed by appropriate action.

**We believe that it is in the best interests of the nursery and parents that complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.**

Ofsted Telephone Number: 0300 123 1231

Ofsted Address: WBHL, Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD

Print Name: Ms. Frazana Aslam  
Role: Operations Manager  
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