

COMPLAINTS POLICY

1.0 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.

2.0 Aims

The nursery does have an official Complaints Form which is available from the office, which can be completed and returned to the Manager.

However, all registered childcare providers have a duty to investigate any written complaint from a parent in relation to the safeguarding and welfare requirements of the child.

To this effect, the manager and registered body must be informed about regarding all complaints in writing.

The points raised on the form will be dealt with by the management and staff concerned within 28 days.

3.0 Procedure

A parent who is unhappy about any aspect of the nursery's provision should:

- First talk to the Manager or Senior member of staff 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. Both parents and the Manager may have a friend present a written record of the meeting should be made.
- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Manager.
- 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.

- If parents are not satisfied and may require further advice, they could approach the Family Information Service or 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 Children's social care 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: 0300 123 1231

**Piccadilly Gate
Store Street
M1 2WD
Manchester**

Family Information Service: 0800 195 0137