

Complaints Policy and Procedure

The nursery aims to provide a high quality, safe, stimulating and consistent environment for all children and their parents and carers. However, in the unfortunate event of something not being to specified standards, there is a complaint procedure that has been put into place to ensure the swift resolution of any issue.

The first point of contact for parents to register a complaint is the manager (In case of a complaint being against the manager, then the directors).

At the outset of a complaint being registered – the complaint needs to be made in writing. This will be investigated through verbal discussion, initially with the party involved e.g. manager, key worker etc.

The complaint will be acknowledged by the directors in writing to the parent – putting forward the course of action that will be taken to resolve the issue. This response will be made 7 working days after the complaint has been raised.

In the case of the complaint being against the manager – the directors will take full responsibility for liason with the parents. All complaints are recorded and filed in the complaints folder – which is kept at the nursery and is accessible to all parents.

Complaints made by parents are reported to Ofsted by the Directors. If the complaint has had child protection issues the Surrey Safeguarding Children Board Guidelines need to be followed.

Any parent/carer, at any time has the right to make a complaint to Ofsted about any respect of the registered childcare provision. Parents and Carers will be kept informed of any outcome by writing and any parent can view the complaints folder at any time – which is kept on the nursery premises and has all complaints filed within it.

This Complaints procedure will be displayed on the parent's notice board in the entrance of the nursery.

It needs to be said that most complaints can be resolved through discussion, if however the issue cannot be resolved through discussion, then a formal complaint can be made in writing.

Useful resources and Websites:

Ofsted – Royal Exchange Buildings
St Ann’s Square
Manchester
M2 7LA

This Policy has been read and understood by:

Signed _____

Dated: 10.03.08

This Policy will be reviewed on: 10.03.09