



# Complaints Policy



## **COMPLAINTS POLICY**

The Nursery aims to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual 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 generally and we welcome suggestions on how to improve our Nursery at any time.

We display the Parents Ofsted poster with the address/phone number to contact, if needed.

### **Making concerns known**

- A parent who is uneasy about any aspect of the Nursery's provision should first of all talk over any worries with the Nursery Manager.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should then put the concerns or complaint in writing and request a meeting with the Nursery Manager and the Chairperson / nominated person of the committee. Both parent and the Nursery Manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

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

- If the matter is still not resolved to the parent's satisfaction, the parent should again contact the Nursery Manager.
- If parent and Manager cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable by both parties, to listen to both sides and offer support. The BCP Early Years or CAST HR team may act as a mediator.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. S/he will keep all discussion confidential and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

The complaint will be investigated, and the complainants will be informed of the outcome within 28 days of first receiving the complaint.

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

In some circumstances, it will be necessary to bring in an Ofsted inspector, who has a duty to ensure that laid down requirements are adhered to. They would be involved if a child appeared to be at risk or where there seemed to be a breach of registration requirements. In these cases both the parent and early years Nursery would be informed of the complaints process and the Chairman would ensure a proper investigation of the complaint followed by appropriate action.

*We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.*

OFSTED telephone Number 0300 123 1231



# Complaints Policy



OFSTED Address: The National Business Unit,  
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Manager  
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Registration Number EY486441

Signed on behalf of the nursery.....*Emma Middleton*.....Date:.... August 2021