



Policy on Complaints

Rationale

It is of paramount importance that the nursery should run smoothly and that parent's and staff work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent/carer feels that he/she has cause for a formal complaint they should put the complaint in writing and should be handed to a member of staff / officer in charge or proprietor. Parents are also able to make a verbal complaint. This would be written up by a member of staff and the parent would sign if they were happy with what was written. This is particularly important for those who have EAL.
- Where a complaint is made to a member of staff, the officer in charge or proprietor should be informed immediately.
- The officer in charge or proprietor will respond to any complaints as soon as possible (but no later than 28 days). Any action plan that is needed to investigate and resolve the complaint will be detailed in this letter.
- Complaints will be recorded and dated in the complaints book. This is available for parents to view at any time. No names will be recorded within the book.
- After the complaint has been resolved the officer in charge or proprietor will write to the parent /carer with the outcome, the outcome will also be recorded against the complaint in the complaints book.
- Any recommendations for changes in procedures will be made and relevant policies/procedures amended.

N.B: Parents have the right to phone or write to Ofsted. If they feel that they have not received a satisfactory response to their complaint.

Parents are entitled to contact OFSTED at any time.

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 4666

Complaints by a member of staff will be dealt with in the same way.



This policy is written in line with 3.73 and 3.74 of the Statutory Framework of the Early Years Foundation Stage