

Internal Complaints Procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person, room leader or a senior member of staff.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints book.

Most complaints should be resolved informally at Stage 1 or Stage 2.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, senior staff member(s) and parent(s) to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document and actions. All parties present at the meeting will review the accuracy of the record and be asked to sign that they agree with it and be given a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to everyone's satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complains that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complains made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

Complaints Records

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however, all personal details relating to any complaints will be stored confidentially and will only be accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact Details for Ofsted

E-mail: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

Post: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Ofsted Inspection

Parents will also be informed if the nursery becomes aware that they are going to be inspect and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.