

## Complaints Procedures

We believe children and parents are entitled to respect courtesy and prompt, careful attention to their needs. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

### **How to complain**

- A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the Nursery leader.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to the Nursery leader.
- The next stage is to request a meeting with the Nursery leader. Both parents and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made.
- The involvement of a mediator represents the final stage of the complaints procedure.

**Ofsted,  
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The details are displayed on our Nursery notice board.

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

- If the matter is still not sorted out to the parent's satisfaction the parent should again contact the Nursery leader. At this point, if parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the actions so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. S/he will, meet with the group if requested and will keep an agreed written record of any meetings that are held and any advice s/he has given.

In some circumstances, it will be necessary to bring in the registering body, which has 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 positive breach of registration requirements. In these cases both parent and Nursery would be informed and ensure a proper investigation of the complaint followed by appropriate action.

Registered providers must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

**Staffing complaints** – In the event of a complaint against a member of staff, the Manager will discuss this with them informing them of the allegations and they will be requested not to work with that child until the matter has been resolved.

**We believe that most complaints are made constructively and can be sorted out 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. These will be kept for a period of three years.**

**Signed on behalf of the Nursery** \_\_\_\_\_