

## **Complaint Policy**

The care of all the children in our setting is our paramount concern and central focus. We believe that children and parents are entitled to expect courteous and prompt, safe and careful attention to their needs and wishes.

We aim to work closely with all our parents to constantly improve our care and service. We welcome reasonable suggestions on how to improve our service. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of the staff and it is important that concerns are raised as soon as possible in line with the informal process.

If this does not achieve the desired result or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your concerns.

We aim to bring all concerns regarding the running of the nursery to a satisfactory conclusion for all the parties involved. We aim to learn from all matters raised with us for the benefit of all the children using the nursery, their parents/ guardians and our staff.

### **Complaints procedure**

#### **Informal Process**

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's key person, room leader or deputy manager. They will work with you to clarify the issue, investigate it if necessary and from there to resolve the issue that you have raised and taking action where appropriate to contact the issue that you have identified.

#### **Formal Processes**

- If you are not satisfied with the response from the informal stage or if you have a concern which is too serious to be raised at an informal level you should raise your concern in writing to the manager.

- The manager will meet with you to discuss your complaint and following the carry out an investigation into the issues that you have raised if this is applicable.
- The manager will meet with you again if this is necessary and write back to you confirm the outcome of the formal complaint process. This will normally be within 28 days of the first meeting with you.
- If the matter is still unresolved, it should then be taken to OFSTED (Tel. no. 0300 123 1231)
- Regardless of outcome, nursery will maintain record of such incidents, which will be made available to OfSTED upon request.