



## **COMPLAINTS, CONCERNS & COMPLIMENTS** **PROCEDURE**

### **Compliments**

Available at the entrance is a 'suggestion' box. We would appreciate any ideas, suggestions, compliments, or concerns any parents may have.

### **Concerns & Complaints**

If parents / carers have an issue either involving their individual child or the nursery as a whole, they should raise this issue with either the Manager or Proprietors. If the parent/ carer feel unable or unwilling to raise the matter in this way, they can approach either:

- a. The Proprietors- Mrs Claire Westwood and Mrs Emma Hand.
- b. Manager- Miss Adele Carney
- c. Ofsted Early Years.

In the first instance every effort will be made to resolve any matters within the setting.

Issues raised will be dealt with within the following framework:

- a. A matter relating to an individual child should be discussed between the parents/ carer Manager.
- b. If the issue is not resolved, the Parents/carer must put their concerns in writing and it will be given to the Proprietors.
- c. The parents/ carer will meet with the proprietors to discuss the issues involved.
- d. A report will be done, detailing the investigations that have been carried out and what actions have been taken to resolve the matter.
- e. The parents/ carer will receive a copy of the report within 28 days. If the parents/ carer are satisfied that the concerns/ complaints have

been resolved, they must sign the report and return it to the Proprietors.

- f. On the other hand, if the parents/ carer are not satisfied with the outcome, then a meeting will be arranged.
- g. The parents/ carer will be invited to bring along another witness (or person for support). Another meeting will be held to resolve the outstanding issues.
- h. If the complaints are against a member of staff then the Proprietors will hold a meeting to discuss once a Disciplinary procedure has been followed.
- i. A record of the concerns/complaints will be sent to Ofsted immediately, no later than 14 days. Also included in the report will be a record of how the concerns/complaints were dealt with and the outcomes.

Parents may approach Ofsted directly at any stage of this complaints procedure. The address and telephone number of our Ofsted regional centre are:

**Ofsted  
Piccadilly Gate  
Store Street  
MANCHESTER  
M1 2WD**

**Tel No: 0300 123 1231**

A log of all concerns/ complaints against the nursery and/ or the children and/or the adults working within the nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. Parents and Ofsted are able to access this log at any time on request.

Reviewed February 2016  
Next review date February 2017