



Abbey Wood Grange Day Nursery

Complaints and Compliments Policy

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In the case of a complaint relating to child protection, please refer to the Safeguarding of Children Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure outlined below:

Complaints Procedure

Stage 1

If any parent should have cause for complaint 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 or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it. (Most complaints are usually resolved informally at stage 1 or 2).

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and senior member of staff to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

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 complaint will be stored confidentially and will only be accessible by the

parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for the regulator:

The National Business Unit
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 1231231

E-mail: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk/parents

Internal use only

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<i>February 2014</i>		