**Complaints Policy**

Our aim is to provide a high standard of care and education and we hope you are happy with the care provided. However, there may be an occasion when you are not completely happy with a certain aspect of the service. We aim to build up a good working relationship with parents to ensure we can openly talk about any difficult situations which may arise, with good communication we can resolve these situations before they build up and lead to bad feelings. We would be more than happy to arrange an evening or weekend telephone appointment, or you can call in nursery working hours, so we can have an informal chat to try and resolve any problems you may have. We have certain responsibilities to you and your child which are taken very seriously therefore we do have a complaints procedure in place to support parents/carers to make formal complaints.

If the parent/carer has a complaint about any aspect of the settings activity or the conduct of an individual member of staff, then the following complaints procedure can be followed:

**Stage one:** most commonly it will be possible to resolve the matter by simply speaking to the individual concerned and/or Manager (Tori Smith) or Nursery Owner (Claire Hamilton).

**Stage two:** If the parent/carer feels the matter has not been resolved then they should put their complaint in writing. They should include all relevant details, names, date, evidence and the nature of the complaint. Management will then investigate your complaint further. If the complaint is regarding the Nursery Owner, then the parent may prefer to deal with the Nursery Manager and vice versa. The Nursery Owner/Manager will provide information regarding the investigation of the complaint and keep the following record:

* The nature of the complaint in relation to the EYFS Statuary Framework.
* The steps taken to ensure the complaint was fully investigated.
* The sources involved in the investigation without identifying individuals named in the complaint, including any child or staff.
* Any outside agencies which we may have referred the complaint to.
* Action and outcomes.
* An account of the findings of the investigation and any action taken, or that maybe taken with parents at the setting, this will be done within 28 days from the date the complaint was made.

All complaints will be shared with other parents on request and Ofsted during an inspection/investigation. All names will be kept out of the records for confidentiality reasons.

**Stage three:** If the parent is still not satisfied regarding the outcome and they feel they cannot resolve the matter, or have a safeguarding concern, they must contact OFSTED to report their complaint: (see next page)

**IF YOU WISH TO REPORT A COMPLAINT TO OFSTED YOU CAN DO THIS BY THE FOLLOWING METHODS:**

**Telephone:** Ofsted on 0300 123 4666 (complaints)

**Online:** [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)

**In writing:**

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

You can also find this information on our parents’ board in nursery.