

COMPLAINTS

This Policy summarises the procedures to be followed to process complaints received from parents or guardians regarding the quality of the child care services provided by the setting:

1. Complaints may originate from children or their parents or guardians (in the latter case these may arise either directly or through OFSTED), and even from the setting Staff. Complaints may be received both verbally and in writing.
2. Each instance of complaint must be reported / routed to the setting Manager. Upon receipt of the complaint the setting Manager will complete the appropriate sections of a Complaint Record Form for appropriate action.
3. The setting will investigate all written complaints and notify complainants of the outcome within 28 days of having received the complaint.
4. Once the complaint has been resolved the setting Manager will complete the relevant sections of the Complaint Record Form, which will then be signed-off by the setting Manager.
5. The setting Manager is responsible for maintaining all records relating to a complaint, using an appropriate Complaint Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
6. Complaint records are retained for a minimum of three years and is accessible to all service user should you wish to view this record, please inform;

Victoria Mansaray - Baby Unit & Out-Of-School (Manager)
Bridget Nicol - Pre-School & Out-Of-School (Manager)

7. Completed Complaint Record Forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System.

Ofsted can be contacted on Tel: 0300 123 1231

The nursery keeps a complaints log that parents can access. If a parent wishes to access the complaints log they should speak to the nursery manager.