## Wren’s Nursery Nursery

## Complaints Procedure

If a parent /carer has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise the issue with either their child's Key Worker

or the Nursery Manager. We aim to hold close relationships with parents/ carers and welcome informal discussions at drop off and pick up times or we would be happy to make a formal meeting appointment. If you would like a private conversation you are welcome to use the nursery office.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach:

1. **Ofsted on 0845 640 4040**

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

**A formal complaint should be received in writing then the issues raised will be dealt with within the following appropriate framework and a record of the complaint and outcome will be kept.**

1. A matter relating to an individual child should be discussed between the parent/carer and the child’s Key Worker.
2. Should the matter not be resolved, the issue will be brought to the attention of the

Nursery Manager who will meet with all parties involved.

c. If the matter raised concerns a general or policy issue, again it should first be raised with the Key Worker, who will report it to the Nursery Manager for consideration.

1. Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of Director, the Nursery Manager, and an independent expert (e.g. a Early Years Adviser from Childcare). The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.
2. The outcome of any investigation will be made available to the complainant in writing within 28 days.
3. If the complaint continues to remain unresolved, either party can enlist the help of an official external mediator.

At all points through these processes all parties involved will be kept informed of progress and the group will inform Ofsted of the outcome if they have been involved. A record of the complaint will be kept on file but will remain strictly confidential between parties.

We will record the following:-

* The name of the person making the complaint
* The nature of the complaint.
* The date and time of the complaint.
* Action taken in response to the complaint.
* The outcome of any investigation e.g. measures taken to improve the service.
* Details of information and findings given to the person making the complaint. These will have been provided within 28 days of the complaint, including any action taken.

We will keep a summary of the complaint to provide, on request, to the parent of any child and also Ofsted. This summary will not include the name of the person making the complaint. Records will be kept for 3 years.

If you have any concerns, we will be happy to meet and discuss them with you.

This form must be retained for a minimum of 10 years

Complaint Form

|  |
| --- |
| Date complaint made/received |
| Complaint made by: |
| Name |
| Address |
| Telephone |
| Complaint made (in person, letter, email, telephone) |
| Relationship of person complaining (parent of minded child, neighbour) |
| Details of complaint: |
| Welfare Standards the complaint relates to: |
| Outcome of complaint: |
| Action Taken |
| Response to person raising complaint |
| Date of response |
| Is it necessary to inform Ofsted? Children’s Services? Early Years? |

Signature of Member of Staff

Date