



## Complaints Policy

### Policy Statement:

We believe that children and parents are entitled to expect courtesy and attention to their needs. We will aim to provide a safe and stimulating environment of all parents and children. We welcome any suggestions on how we can improve the service provided at any time either verbally or in writing. We will expect concerns to be resolved quickly by an informal approach by the appropriate member of staff. If this does not achieve a resolution, we will ensure the correct procedures are followed to achieve a satisfactory conclusion for all involved.

### Making concerns heard:

If you are concerned about any aspect of the service provided by the nursery, you should raise the issue with the room leader of your child's room. If necessary, you will be asked to fill in a 'Points of concern form' and return it to the room leader who will pass it onto the nursery manager (not in all cases). Steps will then be taken to ensure your comments are dealt with in a reasonable timescale and with appropriate action. Feedback regarding the outcome will be given to the parent directly from the manager in this case.

- **Most complaints will usually be resolved amicably and informally at this point.**

If this does not have a satisfactory outcome, then you may request a meeting with the Deputy Manager or Manager. Parents may have a third party present and the meeting will be recorded using a 'Complaint Investigation Record'.

If the matter has still not been resolved at this point, you may contact the Director of the nursery to discuss.

020 3581 5858

### **The role of the Registering Authority (OFSTED):**

In some circumstances, it will be necessary to bring in the OFSTED Inspection Unit. You may wish to contact OFSTED directly or the nursery may contact them if necessary. The nursery works in partnership with OFSTED to provide high quality care for children. They have a duty to ensure that the 'Statutory Framework for the Early Years Foundation Stage (2012)' is being adhered to by the nursery.

Contact details for OFSTED:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### **Records:**

A record of complaints against the setting will be kept, including the date, the circumstances of the complaint and how the complaint was managed.

Policy Date: May 2021	Date to be reviewed: May 2022
Name of Signatory: Kristy Renshaw	Position: Manager
Signature:	<i>Signed on behalf of Apple Day Nursery</i>