

ABC NURSERY POLICIES AND PROCEDURES**POLICY 8: Complaints Procedure**

- 8.1 ABC Nursery is committed to ensuring the views and opinions of others are valued, encouraged and responded to. Parents / carers who are concerned about any aspects of the nursery's provision should first talk to a senior member of staff.
- 8.2 If a parent makes a complaint then it is the statutory duty of the Nursery Manager to investigate this complaint by interviewing all relevant staff and recording the content of these meetings in writing.
- 8.3 If a parent makes a complaint then it is the duty of the Nursery Manager to inform Mrs Pyner either verbally or in writing that a complaint has been made and by whom, giving outline details of the nature of the complaint.
- 8.4 It is the statutory duty of the Nursery Manager to meet with the parent(s) concerned within 28 days to provide parents with an account of the findings of their investigation regarding the complaint.
- 8.5 All discussions among the staff team should be kept confidential and only shared on a need-to-know basis.
- 8.6 A written record of the meeting between the Nursery Manager and the parents (s) will be kept, recording what has been stated by all parties and any outcomes from this meeting. What has been discussed and written records of the meeting will be kept confidential but the Nursery Manager may provide feedback to staff involved in the complaint if further information / details are required.
- 8.7 The parent / carer can have a friend or partner present if required and an agreed written record of the discussion should be made alongside the written findings of the Nursery Manager's investigation.
- 8.8 There is the opportunity to raise complaints to:
Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester. M1 2WD Contact telephone number: 0300-123-1231
- 8.9 If a parent / primary carer does not feel that the situation has been resolved to their satisfaction and they wish to take the complaint further then they can contact Ofsted.
- 8.10 Procedures for raising comments, compliments, concerns and complaints are given out in the Admission pack.
- 8.11 All complaints whether verbal or in writing will be passed by staff on to the management team. It is the duty of the management team to register this complaint accurately in writing and pass on this information to the proprietor.

- 8.12 The A.B.C. Nurseries believe that most complaints are made constructively and can be sorted out at an early stage.
- 8.13 The A.B.C. Nurseries believe that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. If there are any language barriers then the nursery will do their utmost to resolve any difficulties by asking for additional support.
- 8.14 A summary log of all complaints will be kept on site, and parents or Ofsted can request to see this at any time. This log will not disclose who made the complaint or who it relates to if applicable.

