**Parents Complaints Procedure**

We encourage parents and carers to share any concerns they may have regarding the running of the nursery as soon as the problem or issue arises. We believe that dealing with a complaint at an early stage is the best way to prevent any problems from escalating. From hearing the complaint/ issue this allows us to investigate and if necessary, put into place any adjustments to improve and enhance the service we provide.

Parents with any worries, concerns or questions are welcome to speak to the nursery manager, proprietor or any member of staff at any time. If a parent feels that they have a cause for complaint they should speak to the nursery manager. Prompt and serious attention will be given to ALL concerns that you may have.

If the issue remains unsolved or the parent feels they have received an unsatisfactory outcome, they are then encouraged to put the complaint in writing to the manager and/ or the proprietor (a complaints form is available for your use from the office).

The manager and/ or proprietor will respond to any complaint received within 28 days and will look at resolving the concern and agree a course of action with the complainant.

After a complaint has been fully investigated and after discussion with the complainant, you will be given a copy of the ‘complaints record’ which includes; date of complaint, source of complaint, nature of complaint, how the complaint was dealt with, details of any investigation, actions and outcomes. The complainant is asked if they are satisfied with the outcome and asked to sign and date the complaints record.

The nursery has a duty to keep a complaints log. The complaints log will be available to all parents via the notice boards (located near main door) and will include; date, reason for complaint, brief details of complaint, outcomes and any proposed actions. All personal details related to any complaints and the ‘complaints record’ will be stored in a locked filling cabinet and will only be accessed by the persons involved. Ofsted have the right to these records at any time to ensure actions have been met.

If the complainant feels the matter has not been satisfactorily resolved they should put details of the complaint in writing directly to Ofsted.

Piccadilly gate

Store Street

Manchester

M1 2WD

Or you can telephone Ofsted to make your complaint on: 0300 123 1231.

Any complaint received by Ofsted will be dealt with accordingly and within the time frame set by themselves. Written records and evidence will be kept of all investigations and outcomes. All written records of complaints include:

* Date of complaint
* How it was made
* Details of complaint
* Who the complainant is?
* The nature of the complaint (EYFS requirement to which it relates)
* How the complaint was dealt with and by whom including any evidence
* Actions proposed or taken
* Whether the record was shared with the complainant, signed and dated (if appropriate)
* Member of staff’s name who dealt with the complaint, signature and date.