

## Complaints Policy

We are committed to providing the highest quality education and care for all children. We strive to offer every child and family a warm welcome and to provide a caring environment in which children can learn, play, and develop.

We believe that children and parents are entitled to courtesy and prompt, careful attention to their needs and concerns. We aim to work in partnership with parents and the wider community, and we welcome suggestions on how we may improve our nursery at any time.

### **Raising a concern**

Any parent who has concerns about any aspect of the nursery's provision should first discuss them with the Manager. Concerns or complaints will be handled promptly and fairly.

If the matter is not resolved satisfactorily within a couple of weeks, or if the issue recurs, the parent should set out their concern or complaint in writing and request a meeting with the Manager and the Trustees of the nursery. If required, both the parent and the leader(s) may be accompanied by a friend or partner, and an agreed written record of the discussion will be made.

Once the investigation has been completed, the setting manager will meet with the parents to discuss the outcome. Parents will be informed of the outcome of the investigation within 28 days of the complaint being made.

If the complaint is resolved at this stage, the outcome will be recorded in the Complaints Record.

### **Most complaints should be resolved informally at this initial stage.**

If the matter is still not resolved to the parent's satisfaction, the parent should contact the Trustees again.

If the parent and the nursery are unable to reach agreement, it may be helpful to invite an external mediator, acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will help to define the problem, review the action taken so far, and suggest further ways in which the matter may be resolved.

The mediator will keep all discussions confidential. They will meet with the group as required and will maintain an agreed written record of any meetings held and any advice given.

A copy of all complaints is stored in a folder at reception.

**The role of the registering authority**

In some circumstances, it may be necessary to involve the local authority registration and inspection unit, which has a duty to ensure that statutory requirements are met and to promote high standards. The registering authority would become involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In such cases, both the parent and the nursery would be informed so that the complaint can be properly investigated and any appropriate action taken (Ofsted).

**We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of both the nursery and parents that complaints are taken seriously and dealt with fairly, while respecting confidentiality.**

**The registering authority telephone number is: 0300 123 1231**

**The address is: National Complaints Team, Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD**

**This policy was reviewed on 11<sup>th</sup> May 26**

**Signed on behalf of The Cottage Nursery:**

.....C Olden.....