

# Child and Parents' complaints procedure

We would hope that during the time that you spend with us at the Nursery you should not have any cause to complain. If, however, an occasion does arise we would like you to know that we will endeavour to resolve any problem in an efficient and supportive manner.

Initially we would attempt to resolve any dissatisfaction quickly and informally and would encourage any parent with a problem to discuss it privately with either:-

- **The Nursery Manager/Person in Charge or deputy**
- **The Nursery Senior Supervisor**

Your complaint will always be treated with the utmost confidentiality and respect.

## Complaints Log

The Nursery has a Parents' Complaint Log which is located in the Nursery hallway. If you make either a verbal or a written complaint you will be asked to complete a confidential complaint sheet. Once this sheet has been completed it will be kept in your confidential file.

## Complaints Record

Once the Nursery has taken down your confidential details in our Complaints Log we transfer this information to our Complaints Record Sheet. This sheet is anonymous and therefore can be shared if appropriate and with your consent with other parents or Ofsted (within 28 days)

Your complaint will be replied to by letter outlining action to be taken and timescale involved.

The Nursery will always endeavour to establish whether your complaint has been satisfactorily resolved within 28 days. If however, you are unhappy with any of the above you have the option to contact Ofsted at anytime on:-

**Ofsted Complaints: 0300 123 1231**