



BUXTON NURSERY

Complaints Procedure for Parents

OFSTED would like all parents to know how to make a complaint, if they need to.

There are three procedures;

- How to make a general complaint against the nursery
- How to make a complaint of a serious nature or a written complaint
- How to make a complaint regarding a child protection issue

General complaints;

- Discuss your complaint with the immediate room supervisor or Nursery Manager.
- Through discussion, investigation and an understanding of the problem most issues can be resolved at this stage and appropriate action will be taken.
- Complaints will be taken seriously and will be dealt with fairly, thoroughly and effectively, therefore results will not be immediate.
- You will be informed of the outcomes of the complaint.
- If you are still not happy the complaint should be put in writing to nursery.

Complaints of a serious nature and written complaints;

- Go directly to the nursery Manager
- A private meeting will be arranged
- Your complaint may need putting into writing
- Nursery will investigate the complaint fully (within 28 days) and we will then arrange another meeting with you to discuss outcomes
- If your complaint was in writing you will be given a written report
- If you are still not happy then you should write to OFSTED, you can also initially phone them for advice or go on their website to view their complaints procedure
- OFSTED will refer back to nursery and ask us for any evidence records etc
- If OFSTED are not happy with the way the complaint has been handled they will then carry out their own investigation
- OFSTED will inform parents and nursery of their outcomes
- All written complaints will be logged confidentially and kept on file for parents or OFSTED to see at any time

Making a complaint regarding a child protection issue.

- If you are concerned about the safety of children looked after by nursery and that they may be at risk or neglect you should report your concerns immediately to the early years complaints line
- You should also inform the local child protection team

Addresses and Telephone Numbers

OFSTED website- www.ofsted.gov.uk/

OFSTED regional office- 0300 123 1231

Address- Early Years OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Starting Point (Social Care) – 01629 533190

Policy adopted on _____

It will be reviewed on _____

Signed _____(Manager)