

## **Complaints Policy/Procedure**

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interest of parents and the nursery that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Our intention is to work in partnership with parents and the community in general and we welcome suggestions on how to improve our nursery at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedure should be used:

- Ask to speak to the manager, both the parent and the manager should have a friend or partner present and an agreed written record of the meeting should be made
- The aim of the manager would be to resolve any issues within 28 days in accordance with the requirements of the Early Years register.
- If a satisfactory outcome still has not been reached, it may be necessary to bring in Ofsted.

Ofsted would also be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements.

A complaints log is available for parents to see on request.

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