

**PP 02 Compliments and Complaints**

If you feel that your complaint needs to be brought to the attention of Ofsted, our regulatory body, at any stage or for any reason, please see the guidance immediately below. If you would prefer to resolve your complaint within the nursery, see the guidance beneath the Ofsted details.

Ofsted registers and inspects childcare for children aged from birth to 17 years. Registered childcare providers and childminders have to meet requirements that relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 1<sup>st</sup> September following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell Ofsted:

1. Is the childcare good?
2. Can it be made better?
3. Do you have any concerns?

If you want to tell them anything about your child's childcare, you can ring

**0300 123 1231**

Or you can write to them at:

Applications, Regulatory and Contact (ARC) Team  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester. M1 2WD

If you would like more information about Ofsted's role as the regulator of childcare, you can visit their website:

**[www.ofsted.gov.uk/early-years-and-childcare](http://www.ofsted.gov.uk/early-years-and-childcare)**

We believe that parents/carers are entitled to expect courteous, prompt and careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and we invite you to voice your appreciation to staff.

Complaints are dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents/carers on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### **Stage 1**

If any parent/carer should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

### **Stage 2**

If the issue remains unresolved and does not have a satisfactory outcome, then the manager should be contacted. These concerns should be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within three days. Full details of the complaint including actions arising from it, will be kept by the nursery manager and copies distributed to those making the complaint. Most complaints will be resolved informally at stage 1 or 2.

### **Stage 3**

If the matter is still not resolved a formal meeting should be held between the manager, parent and the senior staff member to ensure that it is dealt with efficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

**Parents have the right to register a complaint of any nature at any stage with Ofsted, using the contact means at the top of this document.**

A record of complaints will be kept in the nursery. Complaints will be documented on the complaint record form or written complaints made directly by parents/carers will be placed in the nursery compliments and complaints file. The file is accessible to all parents/carers and to Ofsted, personal data is omitted and only the nursery manager has details of who has made the complaint.

In case of a complaint relating to safeguarding children, please refer to the Safeguarding Children Policy.

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