

WESTMILL NURSERY

COMMENTS & COMPLAINTS POLICY

Statement of intent

Should parents/carers of Westmill Nursery or any other adult have any comments or complaints they are dealt with immediately and to the satisfaction of all parties involved in a way that respects confidentiality.

Aim

We aim to record and investigate any complaints made in accordance with Ofsted guidelines and resolve any such complaints to a satisfactory conclusion for all concerned.

In order to achieve this aim, we operate the following Comments & Complaints policy:

- We make it clear that comments are welcomed and valued by having a comments/complaints box available for parents.
- If for any reason a parent/carer is unhappy with any aspect of the groups work or conduct, they should speak to a Nursery Manager or Leader, or if they prefer a staff member immediately.
- We will make ourselves available for discussions as promptly as possible.
- A Nursery Manager will find the time to discuss any complaint in a quiet, reasonable manner and in a private area.
- A Nursery Manager will then fill in a detailed provider complaints record with the complainant if available and proceed with investigating the complaint as necessary.
- A Nursery Manager will be helpful and understanding and will keep the complainant fully involved and informed at all times.
- Outside agencies will be contacted if it is felt the complaint is serious and is unable to be resolved internally.
- An account of a complaint and any investigation will be shared with parents of the group within 28 days from the date the complaint was made.
- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Framework is adhered to.
- If we become aware that the nursery is to be inspected by Ofsted we will notify parents and carers.
After an inspection by Ofsted we will supply a copy of the report to parents and carers attending on a regular basis.

The address and telephone number for Ofsted is:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

The policy was modified and adopted on (date):

Review Date:

Signed: (member of staff representing the group):

Role of signatory: