



# Poulton St Chad's Nursery



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## Complaints Policy for Parents

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of team. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved

Any parent / carer who has a concern about an aspect of the setting's provision can talk this over, with the child's key worker.

Most complaints can be resolved amicably and informally at this stage.

If the parent / carer is not comfortable discussing this with the child's key worker or does not reach a satisfactory outcome, or if the problem recurs, the parent / carer must speak or put the concern in writing to the Nursery Manager. The Nursery Manager will arrange a convenient time for the parent / carer to discuss. The Manager will complete a Record of Communication regarding the concern, conversation and future actions and ask the parent / carer to read and sign to agree that it is a true reflection of the concern and actions.

The nursery will store written complaints and the Record of Communication from parents / carers in the child's personal file. However, if the complaint involves a detailed investigation, the nursery manager will store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the manager will meet with the parent / carer to discuss the outcome. This will be within 28 days of the manager receiving the complaint.

When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

If at this stage the parent / carer and nursery cannot reach agreement, or throughout any stage of the complaint the parent / carer is unhappy they may contact OFSTED to raise the concern with OFSTED.

The contact number for complaints is **0300 123 4666**

The contact number for general inquiries is **0300 123 1231**



# **Poulton St Chad's Nursery**



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The address is:

**Applications Regulatory and Contact (ARC) Team**

**Ofsted**

**Picadilly Gate**

**Manchester**

**M1 2WD**