COMPLAINTS PROCEDURE

Christchurch Pre-School Nursery 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 you may have. We anticipate that most concerns will be resolved quickly by an informal approach to a member of staff. If this does satisfy you then please follow the approach detailed below.

Stage 1

Any parent with a concern about an aspect of the Nursery provision should in the first place discuss their concern with the Manager. Most issues can be resolved amicably and informally at this stage. We record the issue and its resolution in our complaints book.

Stage 2

Formal written complaint- any written complaint is dealt with by the Manager in conjunction with the Nursery Committee as necessary. A record of complaints is kept, including the date, the circumstances of the complaint and how the complaint was managed. The parent will be informed of the outcome within 28 days of the complaint. The details of the complaint is recorded in the complaints book which is available for parents and Ofsted inspectors on request.

Stage 3

If the parent is not happy with the outcome, a formal face to face meeting between the complainant and the Nursery Manager would happen. Either party may bring a person into the meeting with them for support. A scribe would also sit in on the meeting purely to take a written note of the discussion not to be involved. We would expect that at this stage a conclusion would be reached and following the meeting a written letter of resolution would be issued.

There may on occasion be situation where parties may just have to "agree to disagree".

Parents may approach Ofsted directly at any time during the complaints procedure. The contact details are displayed at Nursery and can be found on our website.

This policy was reviewed, updated and agreed at a meeting of nursery committee on

Signed

Manager   Committee member