



Tel. 07876 260780

**Session times only**

[info@mvns.co.uk](mailto:info@mvns.co.uk)

[www.mvns.co.uk](http://www.mvns.co.uk)

Milland Memorial Hall  
Iping Road  
MILLAND  
Nr. Liphook  
West Sussex  
GU30 7NA

### 3. Complaints Procedure

Our nursery believes that children and parents are entitled to expect prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. 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 the nursery to a satisfactory conclusion for all who are involved.

To achieve this, we operate the following procedure:

#### Stage 1

**Any parent who is uneasy about an aspect of the nursery school's provision should first talk to the Nursery Manager or Deputy Manager, raising all issues and concerns.**

#### Stage 2

**If Stage 1 fails to provide a satisfactory outcome, or the problem recurs, the parent moves to stage 2 of the procedure by putting the concerns in writing to the supervisor and the owner of the nursery.**

#### Stage 3

**The parent requests a meeting with the nursery leader and the owner. Both the parent and the leader should have a friend or partner present. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. The signed record signifies that the procedure has concluded.**

#### Stage 4

**If at the Stage 3 meeting the parent and nursery cannot reach agreement, an external mediator is invited to help to settle the issue causing concern. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator keeps all discussions confidential. She/he can hold separate meetings with the nursery personnel, and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.**

#### Stage 5

**When the mediator has concluded her/his investigations, a final meeting between the parent, the nursery supervisor and owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the issue causing concern. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded. The time frame should be within 28 days.**



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### **3.1 The Role of the Office for Standards in Education, Early Years Directorate (OFSTED) and the Local Safeguarding Children Board**

Parents may approach Ofsted directly at any stage of this 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 National Standards for Day Care are adhered to.

Ofsted. Picadilly Gate, Store Street, MANCHESTER, M1 2WD/tel: 0300 1231231

Ofsted Whistleblowing Hotline: 0300 1233155/email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

Midhurst Police Station: 01273 475432

West Sussex Family Information Service: 01243 777807

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board.

In these cases, both the parent and the nursery are informed and the nursery supervisor works with Ofsted and/or the Local Safeguarding Children Board to ensure a proper investigation of the issue causing concern - followed by appropriate action.

A record of issues causing concern against our nursery and/or child and/or adults working in our nursery is kept, including the date, the circumstances of the issue and how it was managed.

Issues concerning the National Standards are to be completed on the "Issue which may cause concern" forms located on the signing in table.