



Complaints Procedure

At Millfield Nursery, we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be 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.

In case of a complaint relating to child protection, please refer to our Safeguarding Children – Child Protection Policy.

We welcome suggestions on how to improve our practice 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 our nursery to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure. All early years settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to OFSTED inspectors.

Complaints Procedure

Stage 1

If any parent should have cause for complaint, or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with Liz Miller (Partner and nursery manager). Most complaints should be resolved amicably and informally at this stage.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within ten working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

Stage 3

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

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED. Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. OFSTED will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for the regulator:

OFSTED
(The Office for Standards in Education, Early Years Directorate)
Piccadilly Gate,
Store Street,
MANCHESTER
M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Policy Reviewed
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