

COMPLAINTS PROCEDURE

Should any parent have any concerns or complaints these should initially be addressed to their child's key worker or Nursery Manager depending upon the nature of the concern. This should be done in a confidential manner either over the phone/e-mail or by a private meeting to respect confidentiality. Complaints or concerns are not something that should be posted on any public forum.

The Nursery Manager on consultation with Mrs Ravenscroft and Mrs Fairbrother must decide whether the parents are reporting a concern or making a complaint.

Concern – something causing child/parent anxiety
Complaint – a formal accusation.

Concerns should be dealt with as a matter of urgency and recorded in the child's developmental records.

Complaints must be dealt with by the Nursery Manager and a report written of actions taken, and discussed with parents within 3 days. OFSTED to be notified of complaint and actions taken.

All discussions between Manager, staff members involved, and Manager and parents, must be held in private, recorded and kept confidential.

If the matter cannot be resolved to the parent's satisfaction then they have the right to raise the matter with: Mrs. J Ravenscroft Mrs. J Fairbrother or OFSTED on the contact details below.

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