



Complaint Procedure

As a highly professional Nursery School, we aim to provide the highest quality education and care for our children. We offer a warm welcome to all children and their parents/carers and provide an environment within which all children will learn and develop.

We believe that all children, parents/carers and visitors are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome any suggestions on how we may make improvements.

We believe that most complaints are made constructively and we will strive to sort each one out at an early stage. We also believe that it is in the best interest of The Close Day Nursery School that the person complaining should be taken seriously and dealt with fairly and promptly and in a way that respects confidentiality.

Making Concerns Known.

A parent/carer who is worried about any aspect of the Nursery's activities should in the first instance discuss things with the Nursery Room Leader.

If this does not have a satisfactory outcome then the parent should put their concerns in writing and request a meeting with the Nursery Manager. Both parents/carers and the Nursery Manager should have a friend or partner present if required and an agreed written record of the discussion should be made. All complaints received in writing or in electronic form from parents, where these relate to one or more of the national standards, will be investigated.

We would hope that most complaints would be resolved informally at this stage or sooner. In any case a written record of the complaint will be made and kept and any action taken noted down. The outcome of any investigation will be summarised and given to any parent or OFSTED on request. Records will be retained for a period of 10 years.

However if the matter is still unresolved to everyone's satisfaction then the parent/carer should again contact the owner. An external mediator will then be invited in (one who is acceptable to both parties) and they will then listen to both sides and offer advice. Such a mediator would not have any legal powers but they would hopefully be able to clarify the situation, and suggest further ways in which it might be resolved. The mediator would keep all discussions confidential, and they would keep written records of all matters discussed and advice given.

Documentation.

A sample of the type of form that can be used to record a complaint and its subsequent progress and action is available. Please ask the Nursery Manager or any member of staff. This form is not compulsory but in the event that a change is made all the information held on this form must be included.

A complaint log is kept in the nursery office at the rear of the Policy Documents folder

Registering Authority

In some circumstances it might be necessary for the registering authority to be notified of any such complaint or concern that might remain unresolved. In this instance the complaint would need to be brought to the attention of OFSTED. OFSTED would usually only become involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In all cases all parties involved would be kept fully informed of subsequent developments and progress made.

The address and telephone number of OFSTED can be found below, and The Close Day Nursery registration number is EY556105

Note; Details alerting parents to the procedure of comments to OFSTED can be found on the nursery notice board by the kitchen window and from time to time attention is drawn to the fact that a full set of policy documents is available and can be found in the nursery office a copy of which can be requested, or on the nursery website www.theclosenurserybanbury.co.uk

OFSTED
National Business Unit
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

General phone line 0300 123 1231