

PARENTS' COMPLAINTS PROCEDURE

Parents have a right to complain about any matter relating to the nursery provision. In this event, the procedure below will be followed.

Stage 1

Non-serious matters should be discussed with the child's keyperson. If the matter is not resolved or an explanation as to the circumstances giving rise to the complaint is not accepted, the parent or keyperson can refer the issue to the next stage if necessary.

Stage 2

If the matter is not resolved in stage 1, or the complaint is of a more serious nature, or the complaint concerns the conduct or behaviour of a member of the staff, the matter should be referred directly to the Childcare Co-ordinator, her Deputy, or the Administrator.

Details of the complaint should be submitted in writing if possible. An investigation into the complaint will be undertaken within 5 days of receiving notification, or as soon as reasonably practicable. Every effort will be made to resolve the issue or come to an amicable agreement in settling the issue at this stage. The conclusion will be confirmed in writing within 10 working days of the decision taking place. If the matter is not resolved, or the explanation as to the circumstances giving rise to the complaint is not accepted, the issue can be referred to the next stage.

Stage 3

If the matter is not satisfactorily resolved, or the complaint directly concerns the Childcare Co-ordinator or Administrator, the matter can be referred in writing directly to the Chair of the Management Committee. An investigation into the complaint will be undertaken within 10 working days of receiving notification, or as soon as reasonably practicable. After the investigation has been completed, the decision of the Management Committee will be confirmed in writing as soon as reasonably practicable.

Stage 4

Parents also have a right to complain directly to Ofsted at the following address: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

Tel: 0300 123 1231.

EYFS: 3.74, 3.75

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