



Date policy created: October 2018

Date reviewed:

Comments, Concerns and Complaints Procedure

We hope to meet the needs of all parents/carers and children attending our nursery. We value parental partnership and so your views and comments are very important to us.

If issues are discussed early on, often things can be settled amicably. However, on the rare occasion you may feel that the service you have received is not sufficient, please follow the below procedure.

Most concerns can hopefully be resolved by talking with the Key Person allocated to your child, or relevant staff.

However, if this is not the case please speak directly with a member of the management team available at the nursery on a daily basis.

If you still feel that your complaint has not been satisfactorily resolved, you can contact Ofsted directly via;

Telephone: Ofsted Early Years Complaints Helpline 08456 40 40 40 or 0300 123 1231

Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Email: enquiries@ofsted.gov.uk

Ofsted website: www.ofsted.gov.uk

If the nursery receives a written complaint we will aim to:

- Investigate the complaint relating to the requirements and notify complainants of the outcome of the investigation within 28 days from the date the complaint was made.
- Keep a written record of all complaints, any action taken, the outcome of any investigation, and provide a summary on request to any parent of a child who attends our setting.
- Provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- Retain records for a period of at least 3 years from the date which the record was made.