



COMPLAINTS PROCEDURE

Concerns or complaints will be dealt with professionally and promptly to ensure that any issues arising from the complaint are handled effectively and to ensure the welfare of the child.

If a parent or carer has a concern involving their child or the nursery as a whole they should discuss the concerns with their child's keyworker or the nursery manager/deputy.

Appropriate and prompt action will be taken for any concerns raised and the parent will be informed of progress and outcome verbally.

If the parent wishes a meeting may be held between the manager, parent and a senior member off staff to discuss the concern/complaint.

In the event of a parent / carer making a written complaint this will be investigated by manager / deputy and a written response notifying them of the outcome of the investigation will be given within 28 days.

A record of any complaints will be kept and shared with parents on request.

These will include such information as the nature of the complaint, which statutory requirements it relates to, how the complaint was investigated and any actions that are taken or will be taken as a result of the investigation.

In the event of a child having a serious accident or an allegation against a member of staff Ofsted will be informed within 14 days.

If parents/carers feel that their complaint cannot be shared with the nursery they can contact the **Ofsted helpline on: 020 7276 1234** open 08:00 to 18:00, Monday to Friday.

Alternatively, you can email at Email: enquiries@ofsted.gov.uk or fill in a contact form online at: <https://contact.ofsted.gov.uk/>