

## **Complaints procedure**

### **Statement of intent**

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

### **Methods**

To achieve this, we operate the following complaints procedure.

### ***How to complain***

#### **Stage 1**

- Any parent who is uneasy about an aspect of the nursery provision talks over, first of all, his/her worries and anxieties with the head teacher.

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing' to the head teacher BECKIE COMBES. 40 North Road, Bosham, Chichester, PO18 8NL.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### **Stage 3**

- The parent requests a meeting with the head teacher, both the parent and the head teacher should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.

- This signed record signifies that the procedure has concluded.

#### **Stage 4**

- If at the Stage 3 meeting, the parent and head teacher cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the head teacher and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- When the mediator has concluded investigations a final meeting between the Parent and head teacher is held.
- A record of this meeting, including the decision on the action to be taken is made. Signed records by all present signifies the procedure has concluded.

Parents may approach OFSTED directly at any stage of the complaints procedure.

[OFSTED regional centre:](#)

[Piccadilly Gate, Store Street, Manchester.M1 2WD](#)

All records of complaints and outcomes and dates will be kept in a separate book at the Nursery. All complaints and investigations will be dealt within 28 days of having received the complaint.

This policy was updated on November 2023 by Beckie Combes.