



## Stoborough Nursery Complaints Procedure

If a parent /carer has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise the issue with either their child's Key Person or supervisor of the Nursery.

If the parent/carers feels unable or unwilling to raise the matter in this way, they can approach either:

- a. The chair or secretary of the management group or
- b. OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD.  
Telephone 0300 123 1231

A parent/carers may be asked to make a written complaint. In the first instance every effort will be made to resolve any matters within the setting of the Nursery.

**If a parent makes a formal complaint in writing or by e-mail, and the complaint relates to one or more of the welfare requirements, it is now a mandatory requirement for Stoborough Nursery to investigate the complaint, take any necessary action and the outcome of the findings be provided to the parent within 28 days.**

### Complaints record:

Stoborough Nursery must make a written record of the complaint/s, any action taken and outcome and provide a summary on request to any parent and Ofsted. Records must be retained for 10 years from the date on which the record was made.

Complaints records should include information on:

- The welfare requirement(s) to which the complaint relates;
- The nature of the complaint;
- How you dealt with the complaint;
- Any actions you have taken or propose to take as a result of your findings
- Whether the parent has been provided with an account of the findings, and any action taken, within 28 days of the date on which the complaint was made.

This policy was adopted at a meeting of the nursery Committee held on .....

Signed on behalf of the Nursery committee by .....

Date of next review.....

## Complaints Procedure

- a) A matter relating to an individual child should be discussed between the parent/carer and the supervisor.
- b) Should the matter not be resolved, the issue will be brought to the attention of the management committee who will meet with all parties involved.
- c) If the matter raised concerns a general or policy issue, again it should first be raised with the supervisor of the Nursery, who will report it to the Management Committee for consideration.
- d) Should an approach on general or policy matters be made via an Officer it will be reported to all the Management Committee for consideration.
- e) Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of a member of the Management Committee, the Supervisor, and an independent expert (e.g. a representative of the Dorset County Council). The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.

Stoborough Nursery must share an account of the findings of the investigation and any action, if any that has been taken or intended to be taken as a result of the investigations with parents at the setting. This must be done within 28 days from the date the complaint was made. This can be achieved by sharing the complaint record, ensuring confidentiality is maintained.

If the parent who made the complaint requests more details then a separate letter giving more details should be sent to that parent.

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Signed on behalf of the Nursery committee by .....

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