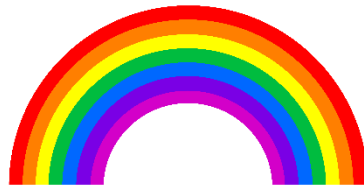


The Village Nursery Bellingdon Ltd



“Building a firm foundation”

Complaints Policy

Statement of intent

At The Village Nursery Bellingdon we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We aim to provide a high quality, safe, stimulating and consistent provision for all. We welcome suggestions on how to improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns relating to the EYFS requirements will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, bringing a satisfactory conclusion for all parties involved.

Procedure

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

Stage 1 If any parent should have cause for concern regarding the care or early learning provided by the nursery, they should in the first instance take it up with the deputy manager or nursery manager.

Stage 2 If the parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 28 days. The manager will document the complaint fully and the actions taken in relation to it in the complaints and compliments file. Most complaints are usually resolved informally at stage 1 or 2.

Stage 3 If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a director to ensure that it is dealt with comprehensively. An agreed record of the meeting will be made and this will document any actions. All parties present at the meeting receive a copy. This will signify the conclusion of the procedure.

Stage 4 If the matter cannot be resolved to their satisfaction and the concern relates to the nursery meeting the early years foundation stage requirements, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the Complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. Ofsted will risk assess all complaints made and

may visit the nursery to carry out a full inspection where it believes requirements are not met. A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response. Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk Telephone: 0300 123 1231

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

This policy was adopted by The Village Nursery on 1st February 2015 and will be reviewed every 12 months.

Signed on behalf of the nursery

This policy was reviewed on: