

Oaks Nursery Complaints Policy

At the Oaks Nursery we consider that our staff are courteous, polite and responsive to our parents and visitors. We welcome suggestions on how to improve our setting and service and will give serious attention to any concerns about the quality of care, safety and operating procedures.

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, outlines of procedures for dealing with complaints are listed below. All formal complaints are recorded according to Ofsted requirements. ***If is thought that a child is at risk, Oaks Nursery Safeguarding Children policy will be applied.***

The manager and staff aim to bring all concerns about the quality of care and operating procedures of The Oaks Nursery to a satisfactory conclusion for all of the parties involved.

Complaints procedure

- If the complaint is regarding provision or operating procedures, the complainant can request a meeting with the Nursery Manager or Deputy to discuss their worries or anxieties.
- Parents can write directly to the Nursery Manager, Chris Comper. If this happens the following action will be taken;
 1. Parent or complainant will be invited to a meeting with the manager to fully discuss their concerns.
 2. Parent or complainant may bring another person with them.
 3. Notes will be taken at the meeting and will be distributed to all parties within seven days.
 4. Parent or complainant will be made aware of Ofsted procedures for recording complaints.
 5. Management staff will investigate the complaint, take action as appropriate and notify parent or complainant within 14 days of the initial meeting.
 6. If the complaint remains unresolved then matter will be referred to Tony Logan Director of Operations.
- **If the complaint is regarding the manager, staff or other adult in the setting then the procedures in 'Allegation and Complaints Policy against staff, students or volunteers' will be followed.**

- We will inform Ofsted of any complaint that appears to be a breach of our registration, serious accident, injury or child protection issue.
- Parents can approach the Office for Standards in Education, Early Years Directorate (Ofsted), to register a complaint. Quote Oaks Nursery and the Ofsted registration number EY 474864

Ofsted
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WWW.ofsted.gov.uk/parents

Adopted on (date): November 2010

Signed on behalf of the Oaks Nursery:

Name: Chris Comper

Job title: Nursery Manager