



## **COMPLAINTS PROCEDURE**

### **STATEMENT OF INTENT**

At Junior's Day Nursery we understand that by listening to you the parent/ carer, we are able to evaluate and improve our service. We therefore welcome your suggestions as to how we can improve the nursery, to which we will give prompt and serious attention. We aim to ensure that all your concerns are resolved quickly in an informal manner. If you are not satisfied with the way the matter has been dealt with we have a set of procedures for dealing with such concerns.

### **AIM**

At Junior's Day Nursery we take all complaints very seriously. We aim to deal with all complaints to ensure that they are resolved appropriately for all parties involved. Complaints must be responded to the parents' satisfaction within 7 days of receipt of the complaint, be it verbal or written.

### **PROCEDURE**

Junior's Day Nursery will keep a 'summary log' of all complaints. This will be made available to parents as well as to Ofsted inspectors upon request.

When a concern has been raised about any aspect of the child's care, Junior's Day Nursery follow the following procedure:

- In the first instance, any concerns should initially be discussed with the child's key person or a Room Head based in the child's room. Wherever possible this should be done on the day the concern arises so that it can be dealt with promptly. The staff member dealing with the concerns will make every attempt to resolve the matter with the parents.
- If, following these discussions, the matter is still unresolved and the parents are still concerned, they should discuss the matter with the Nursery Manager.
- The Nursery Manager will fully investigate the complaints and make every attempt to resolve the matter with the parents. The Nursery Manager will notify the complainants of the outcome of the investigation within 28 days of having received the complaint. Junior's Day Nursery will keep a record of the complaint in the complaint log and a summary log of all complaints.
- Parents have a right to appeal against the outcome of this investigation to Denise Fuller. Parents should put their concerns in writing to: [denise@juniorsdaynursery.co.uk](mailto:denise@juniorsdaynursery.co.uk). This should be done within 10 working days of them receiving the outcome of the investigation. Denise Fuller will consider the appeal fully and will notify parents of the outcome of the appeal within 10 working days.

All information relating to individuals involved in the complaint will be kept confidential. These records will be kept for a minimum of three years.

Junior's Day Nursery are regulated by OFSTED (The Office for Standards in Education). Any parent who feels that their complaint has not been dealt with appropriately should contact OFSTED at the address given below.



The National Complaints Team  
Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Telephone: 0300 123 1231

<b>This policy was adopted on</b>	<b>Signed on behalf of Juniors</b>	<b>Date for review</b>
May 2015	Denise Fuller	May 2016
<b>Reviewed on</b>	<b>By</b>	<b>Date for review</b>
October 2015	Rebecca Taylor	October 2016