



COMPLAINTS PROCEDURE

Objective: Barney Bears Nursery believes that children and parents/carers 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.

Methods

To achieve this, we operate the following Complaints Procedure.

How to complain

Stage 1

Any parent/carer who is uneasy about an aspect of the Nursery provision first of all talks over his/her worries and anxieties with:

- a) The child's Key Person or Room Leader
- b) The Manager or Deputy Manager

Stage 2

If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves on by making a formal complaint in writing.

Stage 3

Once a complaint is made the manager will:

- Record the complaint on a complaints form
- Make contact with the Parent or carer by telephone or in-person
- A meeting to be arranged
- Follow-up meeting, to check progress.

When a formal complaint has been fully investigated, the Manager should ensure that the person who made the complaint is informed, in writing (within 28 days), of the outcome.

Stage 4

If the complainant remains dissatisfied after an internal investigation, they are entitled to take their complaint to **Ofsted**.

Please note: the person making the complaint does not need to wait until stage 4 they can contact OFSTED at any time.

All complaints must be kept in the office's complaints folder and available on request for Ofsted. These are kept for 2 years or after the next inspection.

Note:

All complaints made are stored within our complaints folder and are made available to Ofsted upon request.

Safe Guarding Complaints: Any allegations of serious harm to a child/ren will be informed to Ofsted as soon as is reasonably practicable but at the latest within 14 days. Please refer to our Allegations policy and procedure.

Ofsted online: <https://www.gov.uk/government/organisations/ofsted>

Contact details for Ofsted: tel. **0300 123 1231**

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