

## POLICY 7

### COMPLAINTS PROCEDURE

#### Informal Complaints Procedure

If any parent/career has cause for complaint then they may speak to a member of staff or management within the nursery. All concerns will be taken seriously and attempts will be made to rectify the situation as quickly and as calmly as possible.

A complaints form will always be completed with the following information:

- Date of complaint
- Nature of complaint
- Complainant
- Person dealing with complaint
- Action needed (if any) or outcome

#### Formal Complaints Procedure

If the matter cannot be resolved or is of a serious nature then the complaint will be dealt with by the Nursery Manager and/or the Nursery Proprietors.

The complainant may either speak in person or make a written complaint within 4 days of the occurrence. The management team will assess the complaint and a way forward will be identified. This decision will be made and the complainant informed within 48 hours.

The complainant may be asked to attend a meeting where formal notes will be kept as identified above. They may attend with one other person to offer support.

Who are responsible for the registration and inspection of our day care facility?

If the matter still cannot be resolved, the complainant may then raise the matter in writing to:

Early Years  
OFSTED  
3<sup>rd</sup> Floor  
Royal Exchange Building  
St Ann's Square  
Manchester M27LA