Complaints Policy

It is of paramount importance that the nursery should run smoothly and that parents and employees work together in a spirit of co-operation in the children’s best interests.

In the event of a complaint relating to any of the EYFS Standards from a parent, every effort will be made to respond quickly and appropriately.

**The Following Procedure Will Be Followed:**

* If a parent feels that he/she has cause for complaint s/he should either speak to the Duty Manager or the Nursery Principal or should outline details of the complaint by letter or E-Mail to the Duty Manager or the Nursery Principal.
* The Principal, Mrs. Janine Collishaw, can be contacted on

*Tel: 07595658491 or via e-mail on* [*janine@stepsahead.co.uk*](mailto:janine@stepsahead.co.uk)

* The Duty Manager or the Nursery Principal will carry out a full investigation and interview any employees involved to help resolve the problem and will respond to any complaint in writing using the procedure outlined below.
* A record of formal complaints relating to any of the National Standards against the nursery is kept in a folder called ‘Log of Complaints’. This folder can be found in Reception. The record includes the date, the source of complaint, the nature of the complaint, how it was dealt with and any actions and outcomes agreed following the complaint.
* The parents must be made aware of the outcome of the complaint within 28 days of the date of the complaint. The parents will be advised of the outcome on the findings of the investigation and any action taken or proposed to be taken as a result of the complaint.
* Parents may request to see the ‘Log of Complaints’.
* The ‘Log of Complaints’ may contain complaints other than those made to Ofsted.
* If, after contacting either the Duty Manager or Nursery Principal, parents feel that they have not received a satisfactory response to their complaint, they have the right to approach Ofsted.
* The Address and Telephone number of our Ofsted Regional Centre are:

Ofsted

Piccadilly Gate

26-32 Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

Website: <https://www.gov.uk/complain-about-school>

Contact: https://contact.ofsted.gov.uk/online-complaints-schools

* Log of complaints folder is available for all parents to see in the reception area. There are blank forms to fill in if by parents and completed forms are locked away in the office

**Complaints by a member of staff** will be dealt with by the Nursery Manager or Principal immediately and the Employee Grievance Policy should be invoked.