

Newbridge Day Nursery Compliments, comments and complaints policy

Our Nursery believes that children and parents 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.

Staff make time every day to be available to speak to parents and we use a key worker system so that parents have got a nominated member of staff whom they can direct specific questions relating to their child's development.

OFSTED can be contacted on 03001231231 to make any comments. They do like to receive comments from parents who use the setting and they are interested in receiving comments particularly good ones.

Newbridge Day Nursery believe that most complaints are made constructively and can be resolved at an early stage. We shall treat all complaints seriously and they shall be dealt with fairly and with respect to confidentiality at all times.

In order to achieve this we offer and operate a friendly and open complaints procedure. This can be verbally or in writing.

How to complain

- Stage 1: Any parent who is uneasy or has concerns about any aspect of the Nursery provision/care firstly brings this to the attention a member of staff. This will usually be passed to a senior member of staff.
- Stage 2: If this does not have a satisfactory outcome, or if the problem re-occurs the parent moves to stage 2 by speaking to the Officer in Charge.

- Stage 3: Most complaints should be able to be resolved informally at stage 1 or 2. However should it be necessary stage 3 can be invoked. A meeting between parents and senior staff will be arranged with aim of a positive outcome. If unsuccessful the appropriate officer at OFSTED can be contacted.

Dealing with complaints

1. If a parent has a complaint with any possible failing the EYFS framework or Childcare Register then we have additional guidance which we must conform to.
2. Parents can access the framework through ordering a copy from the DCSF information and contact numbers go out on regular newsletters.
3. The guidance for dealing with complaints is at the end of this policy.
4. Investigations will be carried out internally and actions will be recorded on the complaints record form and then shared with parents.
5. We are required to keep written records of complaints however big or small and we have 20 days within which you can expect to receive a conclusion. These complaints will be recorded anonymously and kept securely locked away for 3 years. Ofsted may request to see written records of complaints.

The regulating body for childcare provision is the OFSTED (the office for standards in Education, Children's Services and Skills) who may be contacted at:

Ofsted Early Years
National Business Unit
Royal Exchange Building
St. Ann's Square
Manchester
M2 7LA

If a complaint was made to a member of staff we would have to refer to the Shropshire's Safeguarding Children Board (SSCB)