



## **Elmore Kindergarten**

### **Complaints Policy & Procedure**

To be Adopted: April 2021

Review date: March 2022

#### **Stage 1**

If any Parent/Carer should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person, a senior member of staff or the Nursery Manager.

#### **Stage 2**

If the issue remains unresolved or Parent/Carers feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Nursery Manager, a courtesy copy will also be provided to the Business Manager and Director of the nursery. The Nursery Manager will then investigate the complaint and report back to the Parent/Carer within seven working days. This will be fully documented in a complaints log and will detail the nature of the complaint and any actions arising from it. Most complaints are usually resolved informally at Stage 1 or 2.

#### **Stage 3**

If the matter is still not resolved, a formal meeting/telephone call will be held between the Nursery Manager, Parent/Carer and the Business Manager and Director to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting/telephone call will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, then Parents/Carers have the right to raise the matter with Ofsted

#### **OFFICE FOR STANDARDS IN EDUCATION (Ofsted)**

*Contact details:*

Ofsted Complaints and Enforcement team

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The National Business Unit

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