

Complaints and Compliments

At Wood St Nursery, we build a culture of respect and kindness between staff, parents and children. We aim to create warm working relationships with everyone in the nursery community. We hope that parents feel able to come to managers with any concerns and we will give prompt and serious attention to them. We encourage parents to raise minor worries with Key Persons or Room Leaders rather than leaving them to develop. As an organisation, we welcome feedback and use it to inform, develop and improve our practice.

We expect very high standards of our staff and they work hard. We are keen to share any positive feedback with them, we will record all compliments and share these with staff.

Where we are not able to resolve an issue in the first instance, we have a formal procedure for dealing with complaints. If a concern or complaint relates to child protection, we follow our Safeguarding Policy.

Internal complaints procedure

Step 1

If any parent should have cause for concern 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, room leader or the nursery manager

Step 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, they should present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 5/10 working days, depending on the nature of the complaint.

We find that we can resolve the vast majority of complaints informally at step 1 or 2.

Step 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and if necessary a senior staff member to ensure that the complaint is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Step 4

If the parent feels the concern has not been resolved suitably they have the right to raise the matter with Ofsted. Parents may contact Ofsted at any time they have a

concern. Ofsted (the registering authority for nurseries in England) investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of written complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be confidential and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

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