



COMPLAINTS POLICY

Bushey Gan aims to provide the highest quality care and education for children attending the nursery. We will endeavour to ensure children are happy during their time here and that parents and carers are pleased and satisfied with the quality of the School. Bushey Gan will listen and take seriously any concerns or issues raised by parents and take appropriate steps to resolve any problems.

Bushey Gan has written this policy to ensure that best practice and procedures are carried out at the nursery. This policy complies with legal requirements of the Early Years Foundation Stage statutory framework.

This policy constitutes the nursery's formal complaints procedure and will be available from the nursery manager upon request, as well as being posted on our nursery website.

STAGE ONE

In the event of a complaint by a parent or carer regarding an aspect of the nursery's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.

The nursery is committed to an open door policy with parents and welcomes comments about the quality of the nursery and its services. Any negative points will be acted upon and necessary actions agreed and carried out immediately.

In the first instance of a concern arising, parents and carers are required to speak directly with the relevant member of staff; if it is not viable to speak to the member of staff the nursery manager should be consulted. The manager will seek to resolve the problem with the parent in a calm and professional manner. If the situation is not resolved to the satisfaction of the complainant, stage two of the procedure will come into operation.

STAGE TWO

If stage one procedures have failed to produce a resolution to the complainant they should put the issues in writing to the managers of the nursery.

Bushey Gan will acknowledge receipt of the complaint within three working days, in writing, to the complainant. The complaint will be fully investigated within ten working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, the nursery will advise the parent or carers of this and offer an apology and date for an expected reply and resolution.

If Bushey Gan believes that the issue has Child Protection implications, they must follow the procedure set out in the Child Protection Policy.

The nursery manager will offer to meet the parent or carer concerned to discuss the complaint and the nursery's investigation and conclusion.

At all times the nursery and management will seek to re-establish a positive and constructive relationship with the complainant.

MAKING A COMPLAINT TO OFSTED

If a parent or carer does not feel that the investigation satisfactorily answered their complaint, they can submit a complaint to OFSTED.

The OFSTED regulators details are:-

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 4666

Any complaints received will be kept in a complaints record file, kept on the nursery's premises and will be reviewed by the managers.