

## The Learning Tree Day Nursery Complaints Policy

Our aim is to work as a team with staff, parent's and carers to create a happy and positive environment for the children and to solve any problems that may arise within our setting amicably, quickly and efficiently.

Our staff are happy to talk about any problems or concerns at any time. However if you feel you wish to discuss something further or make a formal complaint it is important that the manager of the nursery is informed either verbally, electronically or in writing. If the complaint is about the nursery manager you can address it to the nursery director.

Any complaint will be taken very seriously and we will do everything we can to resolve the situation. All complaints will be treated as confidential.

All complaints will be responded to in writing and full records of the complaint will be kept which will contain the information as follows:

- The nature of the complaint
- The action taken initially
- The action taken later
- The person responsible for investigating the complaint
- The timescale
- A review of the effectiveness of the action taken
- Who gets a copy of the complaint record including a written record of the outcome
- How to provide parents with the name, telephone number and address of OFSTED
- Any referrals made to an external, for example local authority, environmental health, the local safeguarding children's board or social services.
- If the complaint will be sent to OFSTED

Feedback will be given to parents about the actions of a complaint within **28 days** of the complaint being made in writing or via a meeting whichever we feel is the most appropriate.

Details will be provided about the outcome of our investigation and the following recorded:

- Any actions identified
- Any actions set or taken by OFSTED
- Any actions taken by external agencies, where we have the permission to do so
- The outcome of our investigation, identifying areas where we feel we could make improvements to our provision.
- If any staff were dismissed following the investigation and under what circumstances.

### **Making a complaint to OFSTED:**

**Any parent at any time can make a complaint to ofsted about any aspect of registered childcare provision. Ofsted will consider and look into all complaints received.**

In extreme circumstances if you feel that there is a serious matter relating to the nursery which has not been resolved internally you can inform OFSTED in writing to:

Ofsted  
The National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel:03001231231

Complaints will be shared with all parents if deemed appropriate. All complaints are kept in the complaints file in the nursery office.

Policy written on:	Policy written by:	Date for review: