

STONECROFT DAY NURSERY LTD



Complaint's Procedure

Standards at Stonecroft Day Nursery Ltd are high and every effort is made to maintain these. We ensure each child receives the best possible care and instruction and that resources are available to assist them. Staff regularly update their skills through training sessions which generally takes place outside of nursery hours.

Parents/carers are informed of any incidents which might have occurred during their child's session.

Parents/carers have the right to make a written complaint if they consider it necessary. However, before such a situation may arise, parents/carers are requested to bring it to the attention of a senior member of staff. Staff like to think that parent/carers can freely discuss any issues so that a satisfactory resolution can be achieved together. However, should a resolution not be achieved, parent/carers can follow guidelines in accordance with OFSTED protocol.

If a parent/carer wishes to follow procedures and make a formal complaint the following action will be taken by Nursery staff:

- ☺ The nursery must investigate the complaint and provide an account of the findings and any action taken within 28 working days.
- ☺ All documentation should be recorded and copies given to both parties.
- ☺ All information must be recorded in the complaints log.
- ☺ All records relating to a complaint must be retained by the nursery for a period of 10 years.

If the parent/carer feels that the complaint has not been addressed appropriately. They can contact OFSTED in the following ways:

OFSTED National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 1231 231

Email: complaints@ofsted.gov.uk