

Complaints Procedure

The Gooseberry Bush Day Nursery aims to provide the highest quality care and education for all our children. We aim to offer a welcome to each individual care and family and to provide a warm and caring environment within which all children learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Making Concerns Known

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the nursery manager.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the nursery manager or deputy, the chair of the management committee. Both parents and the manager should have a friend or partner present if required and an agreed written record of the discussion should be made.
- All complaints will be dealt within 28 days of being made

Most complaints should be resolved informally or at this initial stage

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the chair.
- If the parent and nursery cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties. Their job is to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. She/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of advice she/he has given.

The role of the registering authority

In some circumstances, it will be necessary to bring in the **OFSTED** Registration, who have a duty to ensure laid down requirements are adhered to and with whom the

Gooseberry Bush Day Nursery works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and nursery would be informed and the manager would work with **OFSTED** to ensure a proper investigation of the complaint followed by appropriate action. Please see attached OFSTED action plan in dealing with complaints.

All complaints will be kept for a minimum of three years

The nursery believes that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Registering Authority

OFSTED

Early Years

Complaints and Variations

The Royal Exchange buildings

3rd Floor

St Annes Square

Manchester

M2 7LA

Tel: 0300 123 1231

His policy was adopted at a meeting of the R.G.B.D.N held on;

Date.....



Signed on behalf of the R.G.B.D.N