## Nursery Complaints Procedures

**Purpose**

To work in partnership with parents and welcome suggestions on how to improve our service. We expect children, parents, staff, students, apprentices and visitors to be met with courtesy and careful attention to their needs and wishes.

**Making concerns known**

If you have concerns about any aspect of the provision you should first talk things over with the Room Leader. If this does not have a satisfactory outcome within a few weeks, or if the problem recurs, you should put your concerns or complaint in writing, and request a meeting with the Nursery Manager **Sarah Arthur**. You may invite another person to be present at this discussion, and an agreed written record of the meeting will be made. Most complaints or anxieties should be resolved informally at this stage.

If the matter is still not resolved to your satisfaction, you should address your complaint in writing to the Director of Services **Wendy O’Sullivan**.

**The role of the registering authority - Ofsted**

In some circumstances, it may be necessary to bring in the local authority registration and inspection unit. 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 you and the provision would be informed and Ofsted would work to ensure a proper investigation of the complaint.

**To contact Ofsted:**

 Ofsted Early Years

 Piccadilly Gate,

 Store Street,

` MANCHESTER M1 2WD

 Tel: Helpline – 0300 123 1231

Quoting our registration number EY 22 30 35

Reviewed April 2020