

# Complaints

## Nemo's Nursery & Pre-School

### Complaints Procedures

We aim to provide the highest quality of learning through play and the care of all our children. We offer a warm welcome to each individual child and family and provide a safe and caring environment within which all children can learn and develop as they play.

We believe that 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 the nursery at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result; the following procedures should be used.

### **How to Complain**

A parent who is uneasy about any aspect of the nursery's provision should first talk over any worries and anxieties with a senior member of staff.

If this does not have satisfactory outcome within a couple of weeks, or if the problem reoccurs the parents should put the concerns or complaint in writing to the nursery manager, a written response will be returned within 28 days.

The next stage is to request a meeting with the manager. 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.

### **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 manager. At this point, if the parent and nursery cannot reach an agreement, it might be helpful to invite a company director, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can 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 the nursery if requested and will keep an agreed written record of any meetings that are held and of any advice, she/he has given. The involvement of a mediator represents the final stage in the complaint's procedure.

## **The role of the Registering Authority**

In some circumstances, it will be necessary to bring in the registering body which is OFSTED, which has the duty to ensure that all laid down requirements are adhered to and with whom our 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 possible breach of registration requirements. In these cases both parent and nursery would be informed and the nursery manager would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

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

OFSTED complaints help line number is 0300 123 4666

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