

Complaints

1. Purpose

1.1 The aim of this document is to outline the complaints process for Ashfield Plaza Day Nursery.

2. Scope

2.1 This policy applies to all who enter Ashfield Plaza Day Nursery.

3. Policy Principals

3.1 If a complaint or issue either involving your child or the nursery as a whole is made, it will be recorded on a complaints sheet and will be investigated by the Nursery Manager. The findings will be recorded and discussed with the people concerned and disciplinary action followed, if appropriate.

3.2 If you are not completely satisfied you should then contact the Nursery Manager who will investigate your complaint fully. If you feel things have not been resolved fully then we will be happy to pass on details so that you can contact the relevant person.

3.3 At all points throughout this process parents and carers will be kept informed of the progress of the complaint.

3.4 As a registered childcare facility we seek to resolve all issues and complaints fairly. If you are dissatisfied with the outcome of the complaints or would value independent advice contact:

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

Telephone: 0300 123 1231

3.5 If the complaint is regarding the safeguarding of a child we will refer it to the Early Help Unit, their role is to advise us of the next steps. We will comply with all actions they recommend. For your information:

Early Help Unit: 01623 433500
MASH – working hours: 0300 5008090
MASH – out of hours: 0300 4564546
Local police: 01623 420999

4. Organisation and Allocation of Responsibilities

4.1 It is the responsibility of the Nursery Manager to go through the complaints process for all official complaints.

Limitations of this Policy

This policy cannot anticipate all eventualities therefore, professional judgement should be used to identify the

appropriate course of action needed to protect those who are vulnerable and/or at risk. This judgement should derive from multi-disciplinary team discussion rather than any one individual where possible.

Document management

Review cycle:	
Next review due:	
Policy owner	
Approving body:	Board of Trustees