



Albert Village Nursery

Complaints Policy and Procedure

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

We believe children, parents/carers, nursery staff and students are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers, family members, professionals and the community in generally.

A complaint is defined as a report from one of the above mentioned persons that they are not happy with something that the nursery, member of staff, volunteer or student, failed to do, or done in an unacceptable way and should be dealt with in the following ways:

Making concerns known:

- A parent/carer who is uneasy about any aspect of the nursery's provision should first of all talk over any worries with their child's Key person.
- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent/carer should then put the concerns or complaint in writing to the Nursery Manager.
- The Nursery Manager will respond within 3 working days.
- If the parent/carer is still not happy, they may request a meeting with the Nursery Manager. Both parent/carer and the Nursery Manager should have an independent body present and an agreed written record of the discussion will be made.

Most complaints should be resolved informally or at this initial stage:

- If the matter is still not sorted out to the parents/carers satisfaction, the parent/carer should again contact the Nursery Manager.
- If parent and Manager cannot reach agreement, the matter should be referred to the Headteacher.

- The Headteacher will help define the problem, review the action so far and suggest further ways in which it might be resolved. The Headteacher will keep all discussion confidential and will keep an agreed written record of any meetings that are held and of any advice that is given.
- The next stage would be to contact the Governing Body.
- All complaints will be held on file for Ofsted to view.

All complainants will be notified of the outcome of the investigation within 28 days of having received the complaint.

In the event that a member of the nursery staff feels it necessary to make a complaint, this should if possible, be discussed initially with the Nursery Manager. However given the intimate nature of the nursery, an occasion may arise whereby the staff member may wish to communicate directly to the Headteacher.

Albert Village Nursery fully acknowledge that all children have the right to be listened to and their views and feelings should be considered and taken seriously. Any concern or complaint should be initially discussed with the child's keyworker. The Nursery Manager will make herself available if the issue cannot be resolved. Following the Nursery Managers involvement the Headteacher will follow up any issues.

The role of the registering authority:

- In some circumstances, it will be necessary for the parents/carer to contact Ofsted. Either the parent/carer or Nursery Manager can refer to them if necessary. Ofsted would be involved if a child appeared to be at risk or where there seemed to be a breach of registration requirements. In these cases both parent/carer and the nursery would be informed and would work with Ofsted to ensure a proper investigation of the complaint followed by appropriate action.

For information on mobile phone and cameras used in nursery please see our Mobile Phone and Camera Policy.

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If there is an issue with safeguarding, parent/carers should refer to our Safeguarding policy which is located in the nursery cloakroom.

All written records will be kept on file for 3 years and available for Ofsted on request.

We believe that most complaints are made constructively and can resolved 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.

For parents of children with Special Educational Needs and/or a Disability please refer to SENDIAS for help:

Send Information Advice and Support Service 01163055614

We welcome suggestions on how to improve our nursery at any time.

March 2024

Review date: March 2026