



MANAGEMENT OF COMPLAINTS

Amended May 2011

This Policy summarises the procedures to be followed to process complaints received from parents / guardians / carers regarding the quality of the child care services provided by the Nursery:

1. Complaints may originate from children or their parents / guardians / carers (in the latter case these may arise either directly or through *OFSTED*), and even from the Nursery's own Staff. Complaints may be received both verbally and in writing.
2. Each instance of complaint must be reported / routed to the Nursery Manager. Upon receipt of the complaint the Nursery Manager will complete the *Complaints Record*. The Nursery Manager will also enter summary details of the complaint onto the *Complaints Record Log*.
3. Every effort will be made to respond to the complainant within 7 working days.
4. If the Nursery Manager is unable to satisfactorily resolve the complaint, then the complainant has the right to refer the complaint to the nearest regional office of *OFSTED*, details of which are as follows:

The National Business Unit
Ofsted
The Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Tel: 08456404040

5. Once the complaint has been resolved the Nursery Manager will complete the relevant sections of the Complaint Record Form, which will then be signed-off by the Nursery Manager. The complainant will be notified within 28 days of receipt of complaint.
6. The Nursery Manager is responsible for maintaining all records relating to a complaint, using the Complaint Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all types of complaints received (written, in person, phone call and anonymous), and copies of all statements and / or correspondence to / from relevant parties.
7. Records of all complaints, together with the on-going Complaints Record Log, are maintained in a separate Complaints Records File located in the Nursery Manager's office.
8. The Complaints Record Log will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review.
9. In accordance with statutory requirements all complaints records will be kept on file for 10 years from date of first entry on the Complaints Record Log.