

SUNNY SKIES NURSERY
OUR COMPLAINTS PROCEDURE (PROC1) rev. August 2017 [v.5]

We believe that children and parents/carers are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our service, and we will give prompt and serious attention to any concerns.

In aiming to bring any concerns to a satisfactory conclusion for all of the parties involved, we operate the following complaints procedure, which is broken down into stages.

- The parent/carer should firstly make an informal approach to the appropriate member of staff

We anticipate that most concerns will be resolved this way. If not then:

- The parent/carer should then contact the Nursery Manager who will be happy to discuss worries/anxieties

Most complaints should be resolved amicably and informally at this stage. If the outcome is still not satisfactory:

- The parent/carer should then put their concerns or complaint in writing to the Nursery Manager, who will inform Pennyhill Primary School's Headteacher, and, if appropriate the Chair of Governors
- An investigation will take place
- When the investigation is completed, and within 28 days of receipt of the complaint the parent/carer will receive a written response. The Nursery Manager will also arrange a meeting with the parents/carers to discuss the outcome if required.

In the event that a satisfactory outcome has still not been achieved, we can then arrange for further meetings, which may involve a mediator if necessary.

Parents/carers may approach Ofsted (the Nursery's regulating body) directly, at this time, or at any other time during the procedures at:

Ofsted
Piccadilly Gate
Manchester M1 2WD
Tel: 0300 123 1231
<https://contact.ofsted.gov.uk/contact-form>
Email: enquiries@ofsted.gov.uk

All complaints and their outcomes will be recorded in the Nursery's Comments Folder and kept for three years