



Orchard Day Nursery
Queens Park Road
Brighton
BN2 0GL

Concerns and Complaints policy

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints/concerns will be dealt with professionally and promptly to ensure that any issues arising from these complaints/concerns are handled effectively and to ensure the welfare of all children.

In case of a complaint/concern relating to child protection, please refer to the *Safeguarding/Child Protection Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints/concerns procedure as outlined below:

Complaints/Concerns procedure

Stage 1

If any parent should have cause for complaint/concern or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing or request a meeting with the nursery manager/deputy. The manager/deputy will then investigate the complaint/concern and report back to the parent within three working days. This will be fully documented in the complaints/concerns log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints/concerns are usually resolved informally at stage 1 or 2).

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager/deputy, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

Parents are made aware that they can contact the above in all stages of complaints/concerns and are given information on how to contact them.

A record of complaints/concerns will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint/concern will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for the regulator:

Ofsted 0300 123 1231

Parents will also be informed when we have an Ofsted inspection and after inspection will provide a copy of the report to parents/carers of children who attend the nursery.