



## Complaints Policy

At West Byfleet Nursery we aim to provide the highest quality of care and education in line with the Early Years Foundation Stage (2017). We welcome each individual child and family and aim to provide a warm and caring environment.

We believe that parents and children are entitled to expect courteous and careful attention to their needs and wishes. We aim to provide consistent, high quality, safe and stimulating care and education for all children attending our setting. We aim to work in partnership with families and the wider community and are welcome to any suggestions on how to improve our provision.

### Making concerns known

The person responsible for managing and acknowledging complaints is the Manager (Ruth Claydon) or the Deputy Manager (Nicky Welland)

If the complaint is regarding the manager then the concerns should be taken to the Managing Director of the nursery, Shirley James

A parent or carer who has a concern about any aspect of the our provision should first of all talk over their worries and anxieties with Ruth Claydon and/or Nicky Welland informally. The parent or carer may also speak with their child's key person if they feel that this is more appropriate

Most concerns can be resolved through discussion with the manager, however if a satisfactory resolution is not reached then a formal complaint should be put in writing by post or e-mail.

All written complaints will receive a response within 28 days

If appropriate a meeting will be arranged with the directors of the nursery to discuss and resolve the matter

If the complaint has a child protection implication the Nursery will follow the procedures set out in the Safeguarding Policy and Surrey Safeguarding Children's Board guidelines.

Written complaints will be retained for three years in the setting, in a locked cabinet to ensure confidentiality of all parties, or until the next Ofsted inspection

Parents also have the right to contact Ofsted about any aspect of the provision. As a registered provider we must provide Ofsted with a written record of all complaints within a 28 day period, and any action taken as a result of the complaint.

A poster displaying Ofsted's contact details is displayed in the office area where the parents can view these details

Records of complaints will include the following:

- The nature of the complaint
- The initial action taken
- Any further action taken
- The name of the person responsible for investigating the complaint
- A review of the outcome of any discussions or formal letters
- It is the responsibility of the Manager/Deputy manager to inform Ofsted of any complaints concerning the setting

Ofsted's address is:

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

Ofsted can be contacted on 0300 123 1231

If it is deemed appropriate, all parents will be informed of complaints and any action taken as a result either via a newsletter or a parent letter

## Compliments

Parents are invited to provide the nursery with feedback and suggestions for improvements via email or through informal conversations

If the nursery receives compliments from parents/carers the management team will ensure that all staff are made aware of positive comments during staff meetings which are held every fortnight

If the nursery receives compliments in writing we will retain these in a parent communication folder

Signed: Ruth Claydon Date: 16th October 2018 Review Date: October 2019