



# PEMBURY SCHOOL HOUSE NURSERY

## Complaints Procedure

### **Statement of Intent**

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery. We anticipate any concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

To bring any concerns about the running of our nursery to a satisfactory conclusion.

### **Methods**

To meet this aim, we operate the following Complaints Procedure:

- Stage 1* - In the first instance, a parent should discuss any worries with the Nursery Supervisor, Rachael Teigen.
- Stage 2* - Should Stage 1 not have a satisfactory outcome, the parent can put their concerns or complaint in writing, to the Nursery Supervisor and Chairperson.
- Stage 3* - The parent can request a meeting with the Nursery Supervisor and Chairperson. Both the parent and the Supervisor may have a friend or partner present, if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy.
  - The signed record signifies that the procedure has concluded.
- Stage 4* - If at the Stage 3 meeting, the parent and nursery cannot reach an agreement, an external mediator is invited to help settle the complaint. This person will be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which the complaint may be resolved.
  - Staff or volunteers within the Pre-School Learning Alliance or Kent Advisory Team are appropriate persons to be invited to act as mediators.
  - The mediator keeps all discussions confidential and can hold separate meetings with the nursery personnel and the parent, if required. The mediator keeps an agreed written record of any meetings that are held and of any advice given.
- Stage 5* - When the mediator has concluded investigations, a final meeting between the parent and nursery personnel is held. The purpose of this meeting is to reach a decision on the action to be taken. The mediator's advice is used to reach a conclusion.

- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting sign the record and receive a copy.
- The signed record signifies that the procedure has concluded.

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee:**

Parents may approach Ofsted directly at any stage of this Complaints Procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted, as the registering and inspection body with a duty to ensure the Statutory Framework for the Early Years Foundation Stage are adhered to.

The contact details of our Ofsted regional centre are:

Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA

Tel: 0300 123 1231

[www.enquiries@ofsted.gov.uk](http://www.enquiries@ofsted.gov.uk)

These details are displayed on our nursery notice board.

If a child appears to be at risk, our nursery follows the procedures of the Area Child Protection Committee in our Local Authority.

In these cases, both the parent and the nursery are informed and the Nursery Supervisor works with Ofsted or the Area Child Protection Committee, to ensure a proper investigation of the complaint is carried out, followed by appropriate action. Please refer to our Safeguarding and Child Protection Policy.

### **Records**

A record of complaints against our nursery and/or the children and/or the adults working in our nursery, is kept, including the date, the circumstances of the complaint and how the complaint was managed.