



**LADYBIRDS**  
**NURSERY**

## *Making a Complaint*

### *Safeguarding*



At Ladybirds Nursery we believe 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 and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most 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. We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all parties involved.

### **Procedures**

All settings are required to keep a 'summary log' of all complaints that are investigated by Ofsted. This is kept in the office and available for parents to view at any time

### **Making a complaint**

#### **Stage 1.**

-  Any parent who has a concern about an aspect of the setting's provision talks over, first of all his/her concerns with the team leader.
-  Most concerns should be able to be resolved amicably at this stage.

## Stage 2.



If this does not have a satisfactory outcome, or the problem recurs, the parent should move this stage of the procedure by putting the concerns or complaint in writing addressed to the manager of the nursery. The manager will arrange a meeting at the parent's earliest convenience to discuss and try to rectify the problem. If the problem is resolved an agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present will receive a copy and be asked to sign that they are all in agreement. This record of events will be stored in the child's individual file in the office.

## Stage 3.



If the parent is not satisfied with the outcome, they may at this stage wish to contact Ofsted (0300 123 1231)

Parents may wish to contact Ofsted at any time in relation to any aspect of our nursery, without going through all of the stages. In this instance Ofsted will usually make an impromptu visit to investigate the parent's complaints. This complaint is recorded and stored in our complaints file. Parents are welcome to view the file at any time. Ofsted will write to the parent with the outcome of the visit.

## Covid 19

Making a complaint during the coronavirus, parents may telephone to discuss their complaint, or they can e-mail a complaint to us.

We will then respond appropriately to the complaint.

Parents are still welcome to complain to Ofsted or any other agency if they feel we have breached our responsibilities.

A record of the complaint will be kept in the complaints file.

Issue Date January 2016

Date to be Reviewed January 2017

Date Reviewed May 2017

Date to be Reviewed May 2018

Date Reviewed May 2018

Date to be Reviewed May 2019

Date Reviewed April 2019

Date to be reviewed April 2020

Date reviewed June 2020

Date to be Reviewed August 2020

Date Reviewed

This policy will be reviewed sooner than the review date should any new information become available