



## The Wye Nursery Policies and Procedures

### **Concerns and Complaints Procedure**

The Wye Nursery aims to provide the highest quality education and care for all its children. We aim to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our group at any time.

#### **MAKING CONCERNS KNOWN.**

- A parent who is uneasy about any aspect of the provision is initially encouraged to talk over any worries and anxieties with a member of staff.
- If this does not have a satisfactory outcome or if the problem recurs, the parent should voice their concerns to the manager or deputy.

#### ***MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY AT THIS INITIAL STAGE.***

- If the matter is still not resolved to the parent's satisfaction, the parent should again contact the manager who will initiate a formal investigation into the complaint, and the parent asked to submit the complaint in writing.
- A meeting will be held between the management to discuss the concern and an agreed written record made. The parent will be invited to the meeting.
- If the complaint cannot be resolved by The Wye Nursery, advice will be sought from the local authority and/or Ofsted. Contact details for Ofsted are displayed on the notice board.
- Copies of complaints will be kept on file in the Complaints Log and shown, maintaining confidentiality, to parents. Copies will be given to other involved parties as necessary.
- The Complaints Log will be kept for a minimum of 10 years.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality