

complaints procedure

The Nursery believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome feedback regarding the quality of our provision. We give prompt and serious attention to any concerns regarding the running of the Nursery and the care of the children. We anticipate that most concerns will be resolved quickly and effectively by the Nursery Manager. If this fails to happen, the Nursery has a strict complaints procedure to follow.

Aim

We aim to bring all concerns about the running of the Nursery to a satisfactory conclusion for all parties involved.

Methods

To achieve this we operate the following complaints procedure.

How to complain

Stage 1: Any parent/carers who is concerned about an aspect of the Nursery's provision is asked to discuss their concerns with the Nursery Manager.

Stage 2: If this does not have a satisfactory outcome or if the problem reoccurs the parent follows Stage 2 of the procedure by putting their complaint in writing to the Nursery Manager. A copy will be given to Debbie Smith, Assistant Principal Student Services & Support. Most complaints should be resolved informally at Stage 1 or at Stage 2.

Stage 3: The parent/carers requests a meeting with the Nursery Manager. The meeting will be within 48 working hours. An agreed written record of the discussion is made, signed and a copy given to all parties. This signed record signifies that the procedure has concluded.

Stage 4: If at the Stage 3 meeting the parent/carers and Nursery cannot reach an agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties and their role is to listen. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The Nursery would recommend the advice of the Development & Business Officer from Services for Young Children as an appropriate person to be invited to act as a mediator. The mediator keeps all discussions confidential. They can hold separate meetings with the Nursery personnel and the parent/carers if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give. Where a complaint has exhausted the College's procedures and the parent/carers is still dissatisfied, complaints should be made to Ofsted, telephone 0300 123 1231, quoting reference number 110405.

The Role of the Development & Business Officer from Services for Young Children

The Development Officer from Children's Links is commissioned by Hampshire EECU to support settings and sustain an infrastructure of good quality Early Years and Child Care across Hampshire.

Additional outside agencies who can offer support to the Nursery

Ofsted

District Advisory Teacher - Lizzie Schofield

INCO (inclusion co-ordinator) - Jane Collins

Hantsfish (offers a wealth of information to support children and families)

Development & Business Officer - Jayne Godden