



Holly Hill Nursery

Complaints Policy

**DRAFT**



<b>Policy title</b>	
<b>Policies that inter-relate</b>	
<b>Date of last review</b>	November 2018
<b>Reviewer name and position</b>	Kirsten Swales - Teacher June Allport – Manager Jeff Hurst – Company Director Imogen Carr - Teacher Jan Smith - Deputy Manager Imogen Carr - Teacher
<b>Date of next review</b>	November 2019

Version No	Date	Amendments	Authorised by
V.1	Nov 2018	N/A original policies	Susan Clarehough
V.2			

**HOLLY HILL NURSERY**  
**COMPLAINTS POLICY & PROCEDURE**

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## **HOLLY HILL PRIVATE DAY CARE NURSERY**

### **COMPLAINTS POLICY & PROCEDURE**

At Holly Hill Nursery, we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your opinion to the staff concerned.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents on how we can improve our services, and give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below

#### Stage 1

If a parent/carer should have cause for complaint or any questions regarding the care or education of their child they should in the first instance take it up with the child's key worker or senior member of staff within the room.

#### Stage 2

If the issue remains unresolved or there has not been a satisfactory outcome, then the Manager should be contacted. These concerns must be presented in writing to the manager. The manager will then investigate the complaint and report back to the parent/carer within 3 days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

#### Stage 3

If the matter is still not resolved a formal meeting should be held between the Manager, parent/carer and the Senior member of staff from the room, to ensure that it is dealt with effectively. A record of the meeting will be made, actions and conclusion will be documented. All parties present will sign the record and receive copies of the minutes.

#### Stage 4



If the matter cannot be resolved to their satisfaction, then parents/carers have the right to raise the matter with Ofsted. The contact details are at the end of this document.

Any complaints made in writing will be dealt with within 28 days. All complaints investigations made and action taken at any time will be recorded. These records will be made available at any time for the parties involved, should they request it.

In the case of a complaint relating to Safeguarding Children, please refer to the Safeguarding Children Policy & Procedure.

(Recording of Parents/Carers Complaints Procedure.)

All relevant information and forms will be filled in.

All kept in Parents/Carers Complaints file.

Any complaints made in writing will be dealt with within 28 days. All complaints, investigations made and action taken at any time will be fully recorded.

These records are available at any time for parents/carers information, should they request it.

Records are also available for OFSTED information at any time, should they request it.

OFSTED contact details are as follows;

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231

**Records of the above are kept for a minimum of 3 years**

