

# **Victoria Road Day Nursery**

## **Complaints Policy**

### **Policy**

At Victoria Road Day 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 setting 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 procedure for dealing with concerns.

### **Procedure**

Any parent who has a concern about an aspect of their child's care or the provisions within the nursery can speak to their child's key worker or room leader, if you feel that the outcome is not satisfactory then do not hesitate to raise your concerns to management.

Most complaints should be resolved amicably and informally at this stage.

If this does not have a satisfactory outcome and, or the problem recurs, the parent would put the concerns or complaint in writing to the setting manager, owner or management.

The manager / owner of the setting must investigate all complaints and notify complainant of the outcome within 28 days of having received the complaint.

(If the complaint refers to what appears to be a serious incident the setting will inform OFSTED within 14 days.)

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

the complaint was managed. The outcome of all complaints is recorded in the complaints log which is available for parents and Ofsted inspectors on request.

This record will be kept for three years and are kept locked in a cupboard due to data protection. (refer to data protection policy)

If a child appears to be at risk, our nursery follows the procedures of the Local safeguarding children board.

Parents may approach Ofsted directly at any point if they wish.

Telephone: 0300 123 4666

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

These details are displayed on our parent notice board located in the entrance hallway.