20 Complaints Procedure

Orchard Day Nursery aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe The Orchard Day Nursery children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

It is clearly of paramount importance that the nursery should run smoothly, and that parents and staff work together in a spirit of cooperation in the children’s best interests.

In the event of complaints from either staff or parents every effort will be

made to respond quickly and appropriately, and the following procedure will be followed:

* If a parent feels that he/she has cause for complaint they should either speak to their child’s key person, the Manager or Managing Director.
* Where a complaint is made to the staff the Manager should be informed immediately.
* The Manager will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
* Complaints will be recorded and dated, and the Managing Director notified.
* If complaints cannot be resolved by the Manager, the Managing Director is also available.
* Any investigation from a given complaint should be concluded within 28 days.
* After a complaint has been resolved the outcome will be recorded. Any recommendations for changes in procedure will be made and noted.
* It is clearly understood that parents have the right to phone Ofsted after talking to the child’s key person/manager if they feel that they have not received a satisfactory response to their complaint.

T : 0300 123 1231

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

W: <https://online.ofsted.gov.uk/online-complaints>

A: Piccadilly Gate, Store Street, Manchester, M12WD

* Complaints by a member of staff will be dealt with by the Manager immediately.

Issued by Nursery Manager: **20/11/2019**

Date to be reviewed: **20/11/2020**