



## Complaints Policy

**Little Star Nursery** aims to provide a stimulating, safe environment for all children. We aim to deliver the highest standard of care and develop good relationships with parents and carers, whose views and concerns will be respected and listened to. However we do respect that there may be occasion when a complaint may arise, at which point we will deal with the matter in a professional manner.

As there is regular exchange between parents and staff we hope that any minor concerns that may arise can be resolved through this communication and we always welcome comment and dialogue.

- If you have a concern your key person, or a member of staff within your child's key group will always be available to talk to any parent or carer either during nursery opening hours, or if more appropriate, outside of these times. *A senior member of staff: either Gemma Green, deputy manager or Kate Wilson, Manager, must be informed of the complaint by the relevant member of staff.*
- If the matter cannot be resolved by the initial member of staff the matter will be referred to the manager (Kate Wilson) and owners of the nursery who then will address the concerns and oversee the subsequent complaints procedure.
- All written complaints made to the setting will be responded to within 24 hours of receiving the manager receiving the complaint and a form (as above produced).
- All official complaints will be logged on the [complaints form](#). This will be shared with the person making the complaint in person through a planned private meeting and we ask that their concerns are put in writing if not already done so. The details of the complaints form will specify a **desired outcome and will state a time frame for resolution**.
- The complaint will then be followed through until a successful outcome is reached. The manager will assess if other policies or aspects of the running of the nursery needs to be amended as a result (for example referring to risk assessments, or behaviour policy).
- All outcomes will be responded to in writing from the manager to the complainant, detailing any changes in practice that have been implemented as a result.
- If the complaint is concerning the manager then the complaint should be referred to the joint owner, Lydia Cockle at our Paulton setting (01761 404227)

- For complaints with safeguarding issues, please refer to our [safeguarding policy](#).
- Should the matter not be satisfactorily resolved then the Nursery requires the complaint to be put in writing and will then be formally investigated and an outcome reached as soon as possible. A written account of the complaint, with its resolution will be supplied to the parent within 14 days.

If the parent or carer is not satisfied by this course of action then they can refer the issue to Ofsted who can be contacted at:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

Telephone: 0300 123 1231

Details of all complaints made to Ofsted will be recorded as referred to on the Ofsted website under details of our provision.

For complaints within the staff team about another member of staff please refer to the [allegations against staff procedure](#) in staffing policies

A log of complaints will always be made available for public view but without named individuals on the form.

Policy Reviewed Sept 2017