**COMPLAINTS PROCEDURES**

We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and play.

We believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our group at any time. We hope that people will share any concerns with us.

**Making complaints known***:*

1. A parents/carers who is uneasy about any aspect of the group’s provision should first of all talk over any worries and anxieties with the manager or a member of staff.
2. If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parents/carers should put the concerns or complaint in writing. Within twenty eight days of the day of complaint, the complainant will be informed of the outcome, if requested.

**Most complaints should be resolved informally in this way.**

If the matter is still not sorted out to the parents/carers satisfaction, the parent/carer should again contact the staff.

1. If parents/carers and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
2. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
3. The mediator will keep all discussions confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

**The role of Ofsted**

In some circumstances, parents/carers may wish to contact Ofsted, as they regulate all childminding and day-care services. Ofsted would then be able to investigate the complaint and take appropriate action. Ofsted may be contacted by telephoning 0300 123 1231 or by writing to them at: enquiries@ofsted.gov.uk or 26-32 Store Street, Manchester, M1 2WD.

**We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery school and parents/carers that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.**

*This policy**was adopted at a meeting of the nursery school held on (date)………………...*

*Signed on behalf of the nursery school……………………………………*

*Understood and accepted by*