THE LIFE NURSERY – COMPLAINTS POLICY

Introduction

Communications written or spoken are valued as part of the partnership between home and the nursery. Working in partnership with parents, staff and management leads to a shared sense of purpose and a good atmosphere. A general complaints procedure that sets out clear guidelines to be followed in the event of a complaint, providing a structured opportunity for all concerned to express and resolve concerns at an early stage.

Stage 1

Any parent/carer/professional who has any concerns should make contact with the nursery Manager regarding the matter immediately and this will be dealt with within 28 days. The Manager will make a written record of complaints, any action taken and the outcome of any investigation and provide a summary, on request, to any parent/carer/professional of a child for whom you act. Records must be retained for a period of at least three years from the date on which the record was made.

Stage 2

The complainant should make a verbal or written complaint to the OUR BD4 Directors. The complaint should be acknowledged within 5 working days. The acknowledgement should include a brief explanation of complaints procedure and a date for a possible resolution.

The Manager should provide an opportunity to meet with the complainant to provide further information if necessary.

Parents may approach OFSTED directly at any time during the complaints procedure. The address and telephone number of OFSTED regional centre is displayed in The Life Nursery:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

To make a complaint	**0300 123466** enquiries@ofsted.gov.uk
General helpline	**0300 123 1231**
about education or adult skills	**0300 123 4234**
prefix for Typetalk	**18001**
for textphone/Minicom users	**0161 618 8524**

Reviewed by Louise Gray, Nursery Manager and Kirsty Beck, Deputy Manager – September 2024

Policy read and agreed by:

Name	Date