



High Legh Preschool Nursery Complaints Policy

High Legh Preschool Nursery believes that children and parents are entitled to expect high standards whilst in our care and we aim to provide close 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 set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Procedures

Stage 1

- Parents wishing to make a complaint about any aspect of the Nursery should in the first instance arrange to discuss the matter with the Nursery Manager. Most complaints should be resolved amicably and informally at this stage.
- The complaint will be recorded, and how it will be resolved, in the child's file.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting their concerns or complaint in writing to the Manager or the Chair of the Committee.
- All information regarding the complaint will be stored on the child's file.
- If the complaint involves a detailed investigation, the information relating to the investigation may be stored in a separate file designated for this complaint.
- When the investigation into the complaint is completed Nursery Management will meet with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the complaint will be logged in our Complaint Investigation Record, which is made available to Ofsted upon request.

Stage 3.

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Nursery Manager and the Chair of the committee. The parent may have a friend or partner present if required.

- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record. Stage 4. If a resolution can still not be reached then a formal complaint should be sent to:

Ofsted National Business Unit, Piccadilly Gate, Store street, Manchester. M1 2WD Tel : 0300 123 1231

- If a child appears to be at risk, the setting will follow the procedures of the Local Safeguarding Children Board. (LCSB)
- In these cases, both the parent and High Legh Preschool Nursery are informed, and we will work with Ofsted or the LCSB to ensure a proper investigation of the complaint, followed by appropriate action. Complaints Policy June 2019
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the privacy notice given to you when you registered your child at High Legh Preschool Nursery. The ICO can be contacted at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF or ico.org.uk

Records

- A record of complaint in relation to High Legh preschool Nursery, or the children or adults working in our setting, is kept for at least three years, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaints Investigation Record, which is available for parents and Ofsted inspectors to view on request.