



St. Margaret's Nursery

Complaints procedure

Nursery

Reviewed: August 2020

Date for review: July 2021

Complaints procedure

INTRODUCTION

This policy is not intended to cover complaints about the curriculum or the teaching of it. These would be dealt with on an informal basis consisting of discussions between the parent and the Nursery Manager. The complaints covered by this policy are those made by a parent and arising from the conduct or behaviour of a member of staff or of another parent or child. The Nursery has a Code of Conduct which is followed by all members of staff and by others working in the Nursery on a temporary basis, such as students.

FIRST STEP

In the first instance a parent or carer who has a complaint to make should approach the Nursery Manager. It is hoped that the majority of such complaints will be resolved satisfactorily and speedily in this way.

SECOND STEP

If after approaching the Nursery Manager the parent or carer is not satisfied with the response he or she should refer the matter to the Head teacher, either in person or in writing. If the Head teacher is unable to deal with the complaint immediately it will be acknowledged and an indication given as to when a full response might be expected. That period of time should not normally exceed 28 days but if the matter is particularly difficult or contentious and a reply cannot be sent within that time a further letter will be sent explaining the reasons for the delay.

THIRD STEP

If the parent or carer remains unsatisfied after receiving a reply from the Head teacher, or if there appears to be an unreasonable delay in dealing with the matter, the parent or carer should contact, either personally or in writing, the Governors of St Margaret's School as per the schools complaints policy. Following this the parent or carer can contact St Margaret's C of E Primary School regulatory authority, OFSTED for further support.

0300 123 1231

enquiries@ofsted.gov.uk

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Any Complaints made will be kept on file and shown to OFSTED when requested. This will include any actions taken. These complaints will be kept for 3 years.

REFERENCE AND RECORDS

A written record of all complaints received will be maintained by the Head teacher.

The nursery has established a procedure to be followed should an allegation of abuse be made against a member of staff, which includes the possible suspension of the person accused and a thorough investigation of the incident by, among others, the Police Child Protection Unit, the Early Years Directorate and Social Services.

Please refer to St Margaret's C of E Primary School's policy on Child Protection 2017.

OTHER PROFESSIONALS

Within the Nursery we have contact with outside professionals and agencies on a daily basis such as Early Years & Childcare advisors, SALT and Portage workers. In the event of any concerns about the conduct of a member of staff or worries about what they have witnessed then they would follow the POLICY FOR COMPLAINTS PROCEDURE as above.