

Concerns, Compliments and Complaints Policy

Grayswood nursery school aims to provide the highest quality education and care for all of its children, in safe and stimulating environments. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Suggestions for improvements to the nursery are always welcome, either verbally or via the comments box located in the entrance foyer. We believe that most complaints are made constructively and can be sorted out at an early stage. Occasionally, more complex matters may arise, and parents may wish to exercise their right to make a formal complaint. The procedure for complaints is as follows:

Complaints

- i) A parent who is unhappy about any aspect of the nursery's provision should first talk over their concerns with the nursery manager. The nursery manager will listen to the parent and acknowledge what he/she is unhappy about. The manager will offer an explanation and an apology if appropriate.
- ii) If this does not produce a satisfactory outcome, or if the problem recurs, the parents should put their concerns or complaints in writing to the nursery chairman, and these notes are to be added to the nursery's Grievances and Complaints log. The notes should include
 - the nature of the complaint
 - the action taken initially
 - any action taken later
 - the person responsible for investigating the complaint
 - the timescale
 - a review of the effectiveness of the actions taken
 - details of who received a copy of the complaint record.

If the parent is not satisfied, or if the complaint is about the nursery manager, then the parent is asked to forward their complaint to the chairman directly either verbally or in writing. If the complaint made has any child protection implications, the Surrey Safeguarding Children Board guidelines need to be followed.

- iii) The chairman will arrange a mutually convenient meeting between the nursery manager, the parent and her/himself as soon as practicable. Both the nursery manager and the parent should have a friend or partner present and an agreed written record of the discussion should be made and copied to the complainant within 28 days of having received the complaint. Most complaints should be resolved at this stage. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- iv) If the matter is still not resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted.

The contact details for Ofsted are:

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

These details can also be found in the Parents' Handbook (of which every parent receives a copy) and on the notice board in the foyer. The manager will assist in any complaint investigation as well as producing documentation that records the steps that were taken in response to the original complaint, if requested. A record will be kept on file by the nursery manager and the chairman for at least three years or until the next Ofsted inspection.

In all cases where a complaint is upheld a review will be undertaken by the trustees to look for ways to improve practice where it is required.

Compliments

Compliments are shared amongst staff, parents and the children. Any gestures of thanks are made available for review either in the entrance foyer or in the main hall and also by way of reciprocal thanks from the staff in our weekly news or half-termly newsletters. Any gifts/hospitality received over the value of £50.00 are to be declared, in writing, to the nursery manager and recorded in the staff member's personal file.