



Maple Medical PRU *Young Parents' Centre*

Young Parents Centre Nursery

Complaints Policy

Young Parents Nursery is committed to providing the highest possible standards of care and education. The safety of the babies in our care is of paramount concern.

We welcome suggestions on how to continue to improve our nursery and will give prompt and serious attention to any suggestions received, either verbally or written on the parents' noticeboard. Should a parent/carer have any concerns relating to the care, education or safety of their baby or regarding any other aspect of the nursery, the following procedure should be followed.

Verbal Complaints

- In the first instance a parent/carer may speak to any member of staff including their baby's key worker.
- Parents/carers are advised to do this as soon as a concern or issue arises in order that this may be dealt with quickly and to mutual satisfaction.
- Parents/ carers may request to speak to the staff member in private.
- If the issue cannot be dealt with by the initial staff member informed of the issue or the parents/carers do not feel the issue has been resolved successfully, this will be referred to the nursery manager.
- The nursery manager will then contact the parent/carer within 24 hours to arrange a mutually convenient appointment with the parent/carer for the matter to be discussed fully and any follow up action/meetings.
- The matter should be satisfactorily dealt with at this level, however, should the matter not be resolved, the issue may be brought to the attention of the Chair of Management Committee.

Written Complaints

- Written complaints should be addressed to the nursery manager in the first instance.
- The nursery manager will then contact the parent/carer within 48 hours of receiving the complaint, to arrange a mutually convenient appointment with the parent/carer for the matter to be discussed fully and any follow up action/meetings.

- The parent/carer may decline the opportunity of a meeting to discuss their concerns or require a written response. A written response will be issued within 28 days of having received the complaint as to the outcome of the investigation.
- Should the matter not be resolved, the issue may be brought to the attention of the Chair of Management Committee.
- Parents/Carers can be provided with a summary of the complaints record on request.
- OFSTED is provided, on request, with a list of all complaints made during a specified period, and the action that was taken as a result of the complaint.

Alternatively

- A written complaint may be made directly to the Chair of Management Committee in the first instance.

If a parent/carer has any concerns or issues relating to a member of staff

- The parent/carer should report this immediately to the nursery manager, however if the concern is relating to the nursery manager this will need referring to the Chair of Management Committee
- The complaint will be fully investigated and reported
- The parent/carer will be kept informed of progress

The Office for Standards in Education, Early Years Directorate (OFSTED)

Parents/carers may approach OFSTED directly at any stage of this complaints procedure.

The address and telephone number is as follows: -

Early Years OFSTED
 Piccadilly Gate
 Store Street
 Manchester
 M1 2WD
 Complaints and Enforcement Tel No: 0300 123 1231

These details are displayed on the parents' notice boards. A record of complaints including the date, circumstances of the complaint and how the complaint was managed will be kept for three years.

Date of Policy March 2018

Date of Review March 2019

Signed

Nursery Manager.....
 Chair of Management Committee.....