**10.12 Making a complaint**

**Policy statement**

It is of paramount importance that Little Owl Childcare runs smoothly and that parents and staff work together in the children's best interests. In the event of complaints from parents every effort will be made to respond quickly and appropriately

**Procedures**

The following steps may be taken by parents who have concerns about a child or about the running of the Nursery:

Verbal Complaints.

Informal discussions with the Nursery Staff at any convenient time during opening times.

In the case of matters needing further consideration, a meeting with the nursery owner, Sarah McCormick will be arranged where the problem will be verbally resolved and logged.

Written Complaints Written complaints will follow the procedure below:-

A meeting will be arranged with the Manager, Deputy Manager and Parents. A complaints record will be completed and procedure will be followed.

The following maybe discussed and may need to be reviewed:-

 Record keeping within the setting

 Sharing of information with parents

 Review of current practise.

 Review of policy or procedures.

A written response will be made within 28 days of the written complaint

After a complaint has been resolved the final outcome will be written in the Complaints Book. Any recommendations for changes in procedure will be made and noted against the complaints policy

Parents have the right to contact OFSTED directly and voice their complaint.

NBU OFSTED

Complaints

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 1231

*Records*

A record of complaints in relation to our setting, or the children or the 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 Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

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