**Alby Tots Complaints Procedure**

Parents

**Making a complaint to your child’s nursery**

**Introduction**

The management and staff of Alby Tots will always endeavour to work in partnership with parents and carers to meet the needs of all the children in our care. However, if you have a complaint or concern about your child’s care at nursery you should be able to discuss and highlight your concerns through an informal discussion with your child’s key person. If you feel the concern is not dealt with effectively then we encourage parents to discuss this with the nursery manager or owner.

If you cannot resolve a problem informally, then we have a formal complaints procedure which you can follow.

This document describes the process and procedure for dealing with complaints raised by parents or carers.

This document is made available to all parents upon admission to the nursery , and is kept in the main policy and procedures folder as well as on our website [www.stalbertsprimary.co.uk](http://www.stalbertsprimary.co.uk)

 Parents and carers are welcome to discuss any concerns or issues with management at any time and we encourage input on any aspect of the nursery.

**The Procedure**

Contacting the nursery

If you are worried about your child’s welfare or learning at the nursery, your child’s key person or room supervisor is the best person to approach first. Key persons will usually be in the room during the day. However if they are not available then you can leave a message in the office for them to get back to you.

If your child’s key person cannot help or you are not satisfied with their response, you can talk to the room supervisor.

You should be able to arrange a meeting or a telephone conversation with the supervisor through the school office. If this is not practical, you may wish to make a written complaint.

When a member of staff receives a complaint the manager must be informed. If the complaint is against the manager then the registered person should be informed; Lorraine McEvoy.

**Complaining to management**

If your complaint is not resolved, the next stage is to approach Rhianon Henderson, Nursery Manager or Lorraine McEvoy, Head teacher. Your complaint must be put in writing at this stage. We will notify you of the outcome of the investigation within 28 days of receiving the complaint. You can also ask for a copy of the nursery complaints procedure.

A meeting will be arranged where the nursery manager and the head teacher with the room supervisor present; where appropriate. Management in agreement with yourself may decide to ask your child’s key person to be present as well as other staff members, dependent on the nature of the compliant.

**A written record of the complaint will be completed. This will cover:**

Summary of the nature of the compliant

 Details of any action taken

 Outcome of the investigation

**The investigation procedure**

• Following initial review of the complaint by the manager or nursery owner, confidential interviews will be conducted with all parties concerned and logged.

• In the event to a complaint that relates to safeguarding, the Safeguarding Children Procedure will be followed in accordance with the Local authorities’ procedures with regard to the Birmingham Safeguarding Children Board.

• All other complaints will be reviewed by the manager and head teacher; appropriate actions will be taken.

• We will provide a summary on request to parent/carer

• We will provide an account of the complaint to the parent/carer concerned within 28 days

• We will retain these records for 10 years, and they will be available to Ofsted at any time.

At the end of the meeting and once receiving clarification of the action taken, if you are still not satisfied with the outcome you can take the complaint further by going to OFSTED.

**Complaining to OFSTED**

OFSTED has powers to investigate certain types of complaint from parents to help them to decide whether to inspect the nursery, though in most cases you should raise any problems with the nursery first.

Types of complaint to which OFSTED can respond include:

• The nursery is not providing a good enough caring environment and the children may be at risk

• The children are not achieving as much as they should, or their individual needs are not being met

• The nursery is not well led and managed, or is not using its resources efficiently and effectively.

• The children’s personal development and wellbeing are being neglected

• The nursery is failing to meet the welfare requirements are the Early Years Foundation Stage

When considering a complaint, OFSTED can require the nursery to provide information. OFSTED can also record parents concerns for consideration during the nurseries next inspection.

When a complaint is very serious, OFSTED can arrange an immediate inspection of the nursery, this may be unannounced.

For further information call the OFSTED helpline on 0300 123 1231

OFSTED

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[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

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