



## **COMPLAINTS PROCEDURE**

As a member of the National Day Nursery Association we aim to provide the highest quality education and care for all our children. We aim to be welcoming to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We work in partnership with parents and the community and we welcome suggestions on how to improve Rydal at anytime. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

### **How to complain:**

- \* A parent/carer who is uneasy about any aspect of the nursery provision, care or standards should inform the nursery director/manager. This can be done verbally, through a letter or by email.
- \* The director/manager will acknowledge the concern within five working days and complete a complaints form.
- \* The director/manager will then investigate the concern fully and respond to the parent/carer in writing within 28 days the findings and any changes to be made.
- \* Should the investigation take longer than 28 days, the parent will be informed and a date of when to expect a written response will be agreed.
- \* At any point during this procedure a meeting can be held with the director or manager when requested by the parent/carer. The meeting will be held within 5 days from the request.
- \* Should the parent feel the issue/concern has not been addressed to their satisfaction they can inform the director or manager of this. A meeting will then be arranged within 5 working days and the matter discussed. Notes will be taken at this meeting and a conclusion reached.
  - Should Rydal Day Nursery staff or parents require advice or support, a member of the North Somerset early years advisory team will be contacted. If required a member of North Somerset team will be asked to mediate during a meeting or offer advice or support.
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### The role of the registered authority

\* In more serious circumstances, it will be necessary to bring in the registering body, which has a duty to insure laid down requirements are adhered to and with whom the nursery works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and nursery would be informed and would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

\* The registering body is The national Business unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD Tel: 03001231231

**We believe most complaints are made constructively and can be sorted out at an early stage. We also believe it is in the best interest of the nursery and parents that complaints should be taken seriously and dealt with fairly in a way that respects confidentiality.**