



1.4 COMPLAINTS POLICY

Brockham Green Nursery aims to provide the highest quality education and care for our children. We aim to offer a welcome 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. Our intention is to work in partnership with parents and the community generally and to welcome suggestions on how to improve our group at any time.

Procedure

- Parents should talk over any worries and anxieties with the Nursery Supervisor who will inform the Chairperson of the Committee. Nursery Supervisor to fill in a 'Provider Complaints Record' if required.
- Childminders should speak to Parents regarding anything to do with Nursery. The Parent should then talk to Nursery Supervisor, who will inform Chairperson of the Committee.
- All concerns/complaints will be responded to in writing.
- If no satisfactory conclusion is reached, the parent should put their concerns in writing to the Chairperson and request a meeting with the Nursery Supervisor and Chairperson. Both parent(s) and Supervisor should have a friend or colleague present and an agreed written record of the discussion should be made. On receipt of a written complaint we, the providers, will carry out an investigation. You would then be notified within 28 days of the outcome of the investigation and any action that has been taken/is planned to be taken and the outcome.
- If agreement still cannot be reached, a meeting will be arranged with an external mediator who will help to clarify the situation and will keep all discussions confidential.
- If the parent/carer remains dissatisfied, they should write, giving full details to: OFSTED National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD. Helpline No: 0300 123 1231. A complaint can also be lodged on their website: www.ofsted.gov.uk/parents. An outcome will then be notified to the parent within 28 days.
- We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.
- Data Breach – If there is a data breach, a loss of personal data, it must be reported within 72 hours to the ICO 0303 123 1113

Useful Resources -

Advisory Conciliation Arbitration Service (ACAS): www.acas.org.uk

OFSTED: www.ofsted.gov.uk

Surrey County Council: www.surreycc.gov.uk/safeguarding 0300 200 1004

Citizens Advice Bureau: www.citizensadvicebureau.org.uk