



Policy

At Monkey Puzzle Day Nursery, we aim to ensure that any complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review operating procedures.

We recognise that a complaint which is not resolved quickly and fairly can soon become a cause of concern and so we need to know as soon as possible if there is any cause for dissatisfaction. Parents should never feel that making a complaint will adversely affect any child or their opportunities whilst at the nursery.

Procedure

Monkey Puzzle Day Nursery will keep a record of any complaints. All written complaints must be acknowledged in writing within two working days or as soon as reasonably possible. Where possible the investigation of the complaint should be completed within 28 calendar days of the written complaint being received and an outcome letter issued.

Where a complaint has more than one element it is important to separate out the issues and respond to each separately. Any safeguarding elements within the complaint will be prioritised in line with our safeguarding procedures.

Making a complaint

When a concern has been raised about any aspect of the child's care, Monkey Puzzle Day Nursery follows the following procedure:

First stage:

In the first instance, any concerns should initially be discussed with the child's Key person or room leader. Wherever possible this should be done on the day the concern arises so that it can be dealt with promptly. The staff member dealing with the concerns will make every attempt to resolve the situation.

Second stage:

If you feel the matter is unresolved and parents are still concerned, they should discuss their concerns with the Nursery Manager.

The Nursery Manager will fully investigate the complaint and make every attempt to resolve the matter with the parents. The Nursery Manager will acknowledge the complaint immediately, then carry out an investigation where necessary.

Third stage:

Where a parent believes that their complaint has not been resolved they have a right to escalate. The complaints should be made in writing to Nursery Director.



Complaints Policy



If the concerns are about the director, please contact Monkey Puzzle Day Nurseries Ltd Head Office on 01442 878887.

Parents may complain to Ofsted by telephone or in writing at:

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

These details are displayed on our setting's notice board

Further guidance

- Ofsted website

<https://www.gov.uk/government/organisations/ofsted>

Linked Policies

Investigations, Disciplinary & Grievance Policy

