

## **Complaints**

We aim to provide the highest quality education and care for all the children in our nursery. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop. We believe children and their parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents / carers and we welcome suggestions on how to improve our nursery.

**Initial Stage** Any parent / carer who is uneasy about any aspect of the nursery should first talk over any worries and concerns with the Nursery Manager / Deputy as soon as possible. Most complaints should be resolved informally and immediately at this initial stage although there is also opportunity to put the concern in writing as a formal complaint and a full investigation will take place. A complaints form is available from the office or you can request that this is emailed to you. The manager / deputy will then take prompt and appropriate action. A full investigation will take place. An outcome together with an account of findings will be provided within 28 days. The parent / carer will also be informed of any actions taken. This can be in writing if requested.

If the procedure was not to the parent / carers satisfaction, if it does not have a speedy and satisfactory outcome, or if the problem recurs, the parent / carer can request to talk to the nursery provider by appointment.

All complaints will be recorded in the complaints record book without identifying the persons / individuals involved to respect confidentiality. The complaints record is on display in the foyer and is available for all to view.

If a concern cannot be resolved following the complaints procedure or it relates to an issue that cannot be discussed with us, Ofsted may be contacted directly by the parent / carer. You can get in touch with Ofsted at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666 to complain about a childcare provider.

The role of the registering authority in some circumstances, it will be necessary to bring in the local authority designated officer (LADO) and Ofsted, who have a duty to statutory requirements are adhered to and met. 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 / carer and nursery would be informed and the local authority and would ensure a proper investigation of the complaint followed by appropriate action. We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents / carers that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality. We will maintain this confidentiality in recording complaints in the complaints book. Contact LADO Wirral: 0151 666 5525

**This policy was revised & updated on the 15<sup>th</sup> August 2022  
Eversley Nursery School**