



St. Elizabeth's Nursery

Complaints Procedure

Statement of Intent

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 interest of the nursery and the parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality. All complaints are kept in a folder marked 'Comments, Compliments & Complaints'.

We believe the children, parents and all visitors to our setting are entitled to expect courtesy. Everyone is entitled to expect prompt and careful attention given to their needs and wishes. We work in partnership with the parents and we welcome suggestions on how to improve our practice.

Making Concerns Known

If you have any concerns, problems or complaints about any part of our practice or anybody, please speak to the Nursery Manager, to request a mutually convenient time to discuss the issues. If this does not have a satisfactory outcome within 28 days, or if the problem recurs, the parent can make a formal complaint and request an appointment with the Chair of the Nursery Committee, Dr Oona Stannard, via the administrator (Miss Tracey Lee). Both parties may have a friend, relative or partner present if required and an agreed written record of the discussion should be made.

A formal complaint needs to be in writing and should include the following details; dates, times, a brief outline of the nature of the complaint, who or what it is against and what actions you expect to be taken. Address the complaint to the Chair of the Nursery Committee, Dr Oona Stannard who will inform Ofsted of the formal complaint and you will be informed of the outcomes within 28 days.

If the matter is still not rectified to the parents' satisfaction, the parent should again contact The Nursery Committee. If both parties cannot reach an agreement, it may be helpful to invite an external mediator who is acceptable to both parties. Staff or volunteers within the nursery may act as mediator if both parties wish it. A mediator has no legal powers but can help to clarify the situation by listening to both sides and offering advice. The mediator will keep all discussions confidential and if requested will keep a written record of any meetings along with any advice they have given. Complaints will be kept on file for three years.

OFSTED Involvement

Complaints can also be made directly to Ofsted who will pass your complaint on to the setting to be investigated, in the first instance. In the event that Ofsted carries out an investigation into the settings suitability to provide childcare, following a complaint, Ofsted will inform the Nursery of the outcome of their investigation. Providers must supply Ofsted with a written record of all complaints made during any specified period when requested along with any action under taken.

OFSTED DETAILS:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

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