



## **COMPLAINTS, CONCERNS & SUGGESTIONS POLICY**

At Yellow Brick Rd nursery, we aim to provide the highest quality education and care for all our children, we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school.

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 as they play.

At Yellow Brick Rd Nursery, we anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the Safeguarding Policy.

### **Concerns**

From time-to-time parents may have small concerns they wish to discuss. If parents have a worry, they talk to their child's key person at the beginning or end of the day. If the matter requires further time a meeting will be arranged. Normally worries are dealt with at this level. However, if a concern is not resolved or if it is inappropriate to talk with a child's key person the parent should speak to the manager or deputy manager.

### **Complaints**

Parents, who have serious or unsettled concerns report them directly to the manager or deputy where:

- An appointment is made to discuss and resolve the issue.
- These complaints/concerns are discussed and recorded.
- The manager gives the parent an account of the findings of any investigation into the complaint and any action taken within 28 days of the complaint.
- A written record of all complaints is kept for a minimum of 3 years and is available to Ofsted on request.

**If you feel that you cannot approach the Pre-school, then you can also contact:**

Local Authority Early Years on 023 92 688833.

OFSTED 0300 123 1231 - A parent has the right to contact the Ofsted helpline if they so wish to tell them that the childcare is good, can it be made better or if you have any concern.

This policy was adopted January 2020

Policy reviewed January 2021

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