

Complaints Policy

Policy Overview

We aim to provide the highest standard of care and education at our nurseries, however, we understand that on occasion parents may wish to make either formal or informal complaint.

Therefore, this policy outlines our process when handling a complaint about the services offered by our nurseries.

In line with our Complaints Policy, our nurseries will ensure...

- You will be made aware of the complaint procedure during their child's settling in visits.
- The Ofsted poster for parents/carers will be displayed in the nursery and can be downloaded for your reference [here](#).
- That any parental concerns or complaints raised to their child's Key Person or Room/Team Leader are reported to the Nursery Manager.
- All complaints will be stored in 2 folders within the nursery, a Confidential Complaint Folder and a separate Concerns Folder. Both folders will be stored in a confidential manner.
- If a parent/carer verbally raises a concern, this will be stored in the Concerns Folder. If a parent/carer submits a written complaint, this will be stored in the Confidential Complaint Folder.
- The Confidential Complaint Folder will contain all documentation relating to the complaint, including investigation details and the outcome. This folder will also include a copy the Complaint Register and a copy of the Complaint Log.

Our Complaints procedure is...

1. Parents/carers are encouraged to initially address any concerns to a senior member of staff in their child's room if appropriate.
2. In the event of a more significant concern/complaint or if a concern cannot be resolved with senior room staff, parents/carers should address their concerns to the Nursery Manager who will work with them to resolve the issue.



3. All written complaints are recorded in the Nursery's Complaint Log.
4. In the event that a written complaint has been submitted, the Nursery Manager will:
 - a. Acknowledge the written complaint verbally or in writing within three working days.
 - b. Be discreet when communicating/handling the concern.
 - c. Investigate the concern/complaint and notify the parent/carer who raised the issue of the outcome and any actions taken.
 - d. Ensure the written complaint is recorded in the Complaint Log with all recorded documentation such as telephone calls, investigation notes which can be made available to parents/carers upon request.
 - e. Update the Complaint Register.
 - f. The Confidential Complaint Folder will be made available to Ofsted upon request.
5. Ofsted will be notified of significant complaints within 14 days of the complaint being raised.
6. If a parent/carer wishes to refer the concern directly to Support Office, they can contact the nursery's Regional Manager at:

**Tuscany House
White Hart Lane
Basingstoke
RG21 4AF**

Telephone: 0800 028 4500

Email: customerservices@grandiruk.com

7. The Regional Manager is required to acknowledge the complaint within 3 working days by telephone or in writing.
8. If a complaint is not resolved to a parent/carer's satisfaction, then they may choose to refer the concern to the registering authority. They can be contacted at:

**Applications Regulatory & Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Telephone: 0300 123 1231

For more information on this policy, please contact your Nursery Manager.

