



Education, Encouragement, Enjoyment

Meadow Nursery School
Policies and Procedures



Meadow Nursery School Complaints Policy

Policy Statement

Meadow Nursery School aims to provide the highest quality education and care for all our children. We offer a warm welcome to each child and their family within a nurturing, friendly environment where children can learn new skills and build relationships with their peers and adults through play. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in close partnership with parents, carers, and the local community and we welcome any suggestions on how to improve our provision. We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Nursery School and the families, that all complaints are taken seriously and dealt with fairly, in a manner that respects confidentiality for all parties.

Complaints procedure

- Any parent who is concerned about an aspect of the education or care of their child should first talk to the child's key worker. This is a member of the permanent staff team who has special responsibility for monitoring the progress of a selected group of children and for sharing this information with each child's parents. This usually takes place during parents' evenings but if parents have concerns these are best aired immediately. If necessary, the advice of other members of the staff team may be sought.
- If the matter is not resolved within two weeks of raising concern or if the issue recurs, parents should put their concerns or complaint in writing, requesting a meeting with the staff concerned and the Chair of the Management Committee.
- All parties should have the support of a partner, friend or fellow staff/ committee member if they so wish and a written record of the meeting and the matters discussed will be made. Most complaints can be resolved informally at this stage.
- If the matter is still not resolved to their satisfaction, parents should contact the Chair again. If appropriate, an external mediator who is acceptable to all parties may be invited to participate. The mediator will help to define the problem, review the action taken so far and suggest further ways in which the problem might be resolved.
- All discussions will be confidential. A mediator will meet with the group if requested and will keep a written record of any meetings that are held and of any advice given.
- If a parent has a complaint, which they make public on social media prior to, or during the investigation, it will invalidate the complaint because it taints the investigative process.

- In extreme circumstances it might be necessary to bring in the OFSTED Registration and Inspection Unit and/or the Safeguarding Committee, who have a duty to ensure that a registered group is following the required regulations and with whom the Nursery works closely to promote high standards. These agencies should be involved if a child appears to be at risk or where there is a possible breach of registration requirements. In these cases, both the parents and the Nursery School staff/Chair would be informed and they would work together to ensure a proper investigation of the complaint, followed by appropriate action.

OFSTED ADDRESS: Ofsted Complaint, Piccadilly Gate, Store Street, Manchester. M1 2WD.

Telephone: 0300 123 1231

This policy was adopted at a meeting of	Meadow Parents' Association Committee Meeting
Held on	9 th November 2009
Policy reviewed and amended	January 2018
Date to be reviewed	January 2019
Signed by Chair	
Name	Annette Medhurst
Signed by Nursery Manager	
Name	Debbie Hill