

Green Shoots Day Nursery

Complaints Policy

We hope that your child's time spent at Green Shoots Day Nursery will be a happy and purposeful experience. However, from time to time problems may arise. If you wish to make a complaint about anything that happens at Nursery there is an effective procedure in place to facilitate you in resolving any concerns or disputes. All complaints will be dealt with seriously. Our aim is to ensure that any problems are resolved quickly and to the satisfaction of all concerned. In all cases, and particularly those involving children with special educational needs the matter will be dealt with sensitively. Your complaint will be recorded in our Complaints Record File, with our response.

1. Please discuss your concern with a member of staff. If your complaint is unresolved then please speak to the nursery manager or her deputy. We hope that all matters can be sorted out in a friendly discussion.

Following your discussion with the manager it may be necessary to record your complaint in more detail including: the nature of the complaint, the action taken initially, subsequent action, the person responsible for investigating and a review of the effectiveness of action taken.

Your child will not be treated differently as a result of a complaint being raised or investigated. Confidentiality will be maintained throughout the process.

2. If you are not satisfied with the response you receive from the manager, you may take your complaint further, to the Council's Early Years and Child Development Partnership. If you wish this to happen you should inform the manager of your intention and you will be directed to the relevant person at Lambeth Council.

The manager will give you a 'Recording your Complaint' form to complete to help you take the matter further. You will receive a written record of the outcome as soon as possible and within 28 days from the nursery receiving the complaint. (If there is any delay we will inform you of the reasons.) The written record will include the findings of the investigation into the complaint and of the action, if any, that has been taken, or is to be taken as a result. These records will be preserved for 10 years and be available on request to the Chief Inspector.

3. If you are not satisfied with the outcome of the Council's investigation, you may also complain directly to OfSTED.

Contact details: OfSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 4234
Email: enquiries@ofsted.gov.uk

Many complaints are results of misunderstandings or anxieties. Please do not hesitate to speak to a member of staff or the manager immediately if you have any concerns. Staff are always happy to answer any questions about how we work and the purpose of activities within the nursery. Please ask if you would like to look at any of our policy documents.