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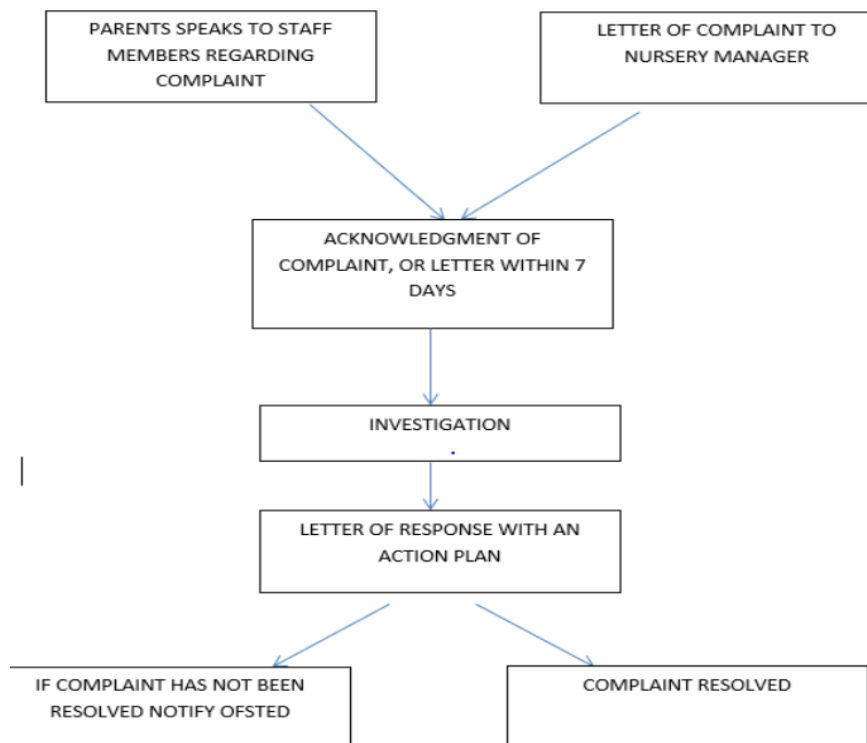
COMPLAINTS PROCEDURE

Adopted January 2025

Toad Hall Nursery aims to provide a safe, warm, caring, and educational environment for all children working closely and in conjunction with all parents and carers. We believe parent's views and concerns should be respected and acknowledged and understand that on occasion circumstances may result in a parent or carer wishing to make a complaint.

We aim to bring all complaints about the running of our setting to a satisfactory conclusion for all the parties involved. Methods To achieve this, we operate the following complaints procedure. We are required to keep a log of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

MAKING A COMPLAINT



Stage 1

Any parent who has a concern about an aspect of the setting's provision should initially talk to your child's key worker as soon as possible, where a meeting will be arranged to discuss your concerns.

Most complaints should be resolved amicably and informally at this stage. If your concern has not been resolved with your child's key worker, this can be raised your child's room leader where you will be invited in to discuss your concerns.

Stage 2

If the complainant feels their complaint has not been resolved through discussion, they should put their complaint in writing to the Nursery Manager (Sarah Lovell), including names, dates, evidence, and any other important information related to the nature of the complaint. The nursery will acknowledge receipt of the written complaint within 7 working days with a summary of their findings to allow us time to start an investigation. The complainant will be notified of the outcome of the investigation within 28 days of having received the complaint. The complainant will be sent a formal response, and this will include any actions or change to our policies and procedures highlighted in the investigation.

Stage 3

If the complainant is not satisfied with the written outcome response, they may request a meeting with the Nominated person, who will judge if it is best for all parties to meet together or separate where applicable.

Stage 4

If at the end of the above stages, the complainant remains dissatisfied with the response they received, the original complaint, along with the nursery's response will be passed onto an alternative senior member of the company. They will communicate a detailed response, including any actions to be taken, to both the Nursery Manager and the parents/carers concerned within 28 days of the matter being passed onto them.

Stage 5

If after the previous stages have been reached, and the complainant is still not satisfied, parents/carers should contact the Nursery director via the nursery.

Stage 6

Parents may approach Ofsted directly at any stage of this complaint's procedure or if you are still unhappy.

To complaint to Ofsted, you can email them directly at enquiries@ofsted.gov.uk or call them on 0330 123 4666. If you do complain to Ofsted, they will review the information provided and decide the action to take.

Records

A record of complaints against Toad Hall Nursery and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Complaints Record Book.