



Complaints and Compliments Procedure

At Enchanted Day Nursery we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a room leader. We anticipate that most concerns will be resolved quickly, by an informal approach with your child's key carer. If this is not resolved, we ask them to discuss this verbally with the manager.

If the issue still remains or parents feel unsatisfied with the handling of the issue, they should make a formal complaint, in writing, which can be taken straight to the Nursery Manager. The manager will then investigate the complaint and report back to the parent no later than 28 working days after the complaint was issued. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book. (Most complaints are usually resolved informally at stage 1 or 2.)

If the matter is still not resolved, they can contact Clair Fitzpatrick (Nursery Director) and/or request a meeting with the Nursery Manager and senior member of staff, who will record the meeting minutes, which will be signed by all parties and a copy given to each. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

The outcome of any complaint is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request. Ofsted

inspectors will have access to this record at any time during visits to ensure actions have been met appropriately. Personal information will remain confidential to families and only be accessible to parties involved.

In the event that parents/carers wish to contact Ofsted, the details are listed below:

Telephone: 0300 123 1231
Website: www.ofsted.gov.uk/parents
Postal address:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will always be informed if the nursery is being inspected by Ofsted, with a notice being placed on entry of the building and the full report made accessible after inspection.

We remind parents that they are expected to refrain from discussing grievances with Enchanted Day Nursery or any of its staff, in any public forum, including social media.