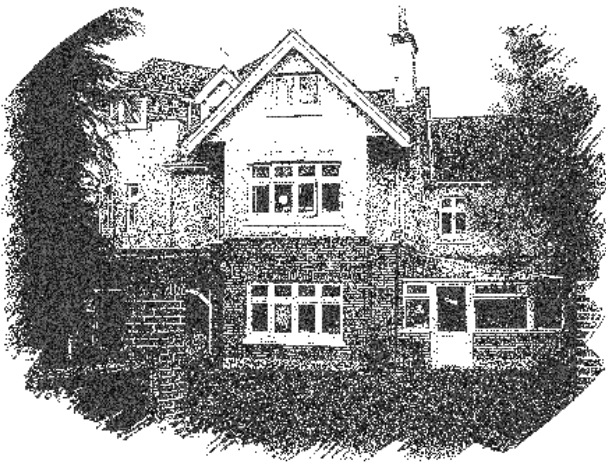




QUEENS PARK MONTESSORI DAY NURSERY

**155 Richmond Park Road
Bournemouth
Dorset
BH8 8UA**

Telephone: (01202) 523293

Proprietor: Mrs Alison Toms

Ofsted Reg: EY242933

COMPLAINTS AND COMPLIMENTS

At Queens Park Montessori 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 and Child Protection policy.

Complaints procedure:

Stage 1

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 worker or the room supervisor. If this is not resolved, we ask them to discuss this verbally with the manager.

Any member of staff with a complaint should approach Alison Toms (manager) or in her absence Ali Percy (supervisor).

Any student with a complaint should first approach Ali Percy (student supervisor).

Stage 2

If the matter is still not resolved, the nursery will hold a formal meeting between the manager (Alison Toms), the parent/s, and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions.

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.

Stage 3

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. Complaints should be written clearly; the nature of the complaint, who or what it is against and what action you expect to be taken. These should be addressed to Alison Toms. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book. These will only be accessible to the parties involved and will be stored as confidential files. They will be made available to Ofsted upon request.

A written reply to the complaint will be received within 3 days. It will then be investigated, including thorough discussion with other staff and parents where necessary. The outcome of this investigation and any associated action will be reported in writing to the person making the complaint, within 28 days. Any discussions relating to complaints will be undertaken in the strictest confidence.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 4666**

For more information about Ofsted's role see:

<https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on:

Signed on behalf of the nursery:

Date for review: