



Complaints Procedure

The Grove Nursery,
All Saints Church Hall,
Weybourne Way,
New Haw, Addlestone,
Surrey, KT15 3DH



Complaints Procedure

As a provider of childcare registered with Ofsted we aim to provide the highest quality education and care for our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedure should be used.

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the person responsible for managing and acknowledging any complaints the manager **Allison Brown** or the deputy managers **Julie DeDoncker** and **Philippa Williams**
- Most concerns can be resolved through discussions with the manager, however if a satisfactory resolution is not reached then a formal complaint can be put in writing or email to the manager. All written complaints must receive a response within 21 days.
- If the complaint is relating to a child protection issue, then the nursery will follow the procedures set out in the Safeguarding policy and Surrey Safeguarding Children Board guidelines.
- Parents also have the right to contact Ofsted should they feel that their complaints have not been dealt with in a professional or satisfactory manner, or are unhappy with the outcome of a particular complaint.
- As a registered provider we must provide Ofsted with a written record of all complaints within 28 days, and any action taken as a result of the complaint.
- Any records of complaints will include the nature of the complaint, initial action and any further action taken. The name of the person investigating the complaint, and the outcome of any discussions which took place.
- Complaints to Ofsted can be made to the following address.

**The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Telephone no 0300 123 1231

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 and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

**Signed Allison Brown
Date 03.09.2013
Review September 2014**