



## **Complaints Policy**

### **Aims**

The Cottage Nursery values all feedback and comments from parents. Although few and far between, The Cottage Nursery seek to ensure that any complaints or concerns are fully investigated and acted upon in a timely manner, to see if there are any shortcomings or deficiencies on our part. Any parental complaint is investigated fully and taken seriously. We aim to resolve any complaints or concerns with the parents/carers internally, so that we can always offer best practice and maintain strong relationships with the families.

In order to help with this process the following procedure should be followed if you feel that you have a complaint with The Cottage Nursery.

### **Step 1 – Informal Complaint**

Initially you should raise your complaint verbally, either in person or by telephone. Depending upon the nature of your complaint you may wish to initially take this up with your child's Group Leader or a member of the Management Team. If this is not appropriate or your complaint has not been resolved to your satisfaction by more junior staff, then you must make your complaint to the Nursery Manager. This should be done by either arranging a meeting or by speaking to the Manager on the telephone. The person to whom you have complained will deal with this as swiftly as possible but you may need to give them a reasonable time to investigate your complaint fully. You will however, hear from them within 48 hours, even if it is just to update you as to where the investigation currently stands.

### **Step 2 – Written Complain**

If you are not satisfied with the findings and actions provided by the Manager as a product of the informal procedure above, then you should put your complaint in writing addressed to the Manager. The Manager will review your complaint together with a Director and if it is thought helpful you may be asked to attend a further meeting. The Manager will confirm the outcome of the review meeting in writing as soon as possible. You will be informed of all recommendations within 2 weeks at the most.

### **Step 3 – Panel Hearing**

If you remain unsatisfied with the outcome of the review described above and you wish the matter to be considered further, then you must inform the Manager of this in writing. The Manager will now arrange for an independent panel, comprising of 3 senior staff at another prep school, to adjudicate based on written evidence and submissions from yourself and the Nursery.

#### **Step 4 – Outcome**

The panel hearing will be arranged as soon as possible. The panel will make its findings known in writing within 28 days (excluding holidays), to both the Manager and the complainant, setting out its findings together with the recommendations. This is the end of the complaints procedure. If found to be at fault the Nursery, where possible and practical, act upon the panel's findings and any recommendations. The entire proceeding will be treated with utmost confidentiality and a note will be made of the stage at which the proceedings were completed.

If the Nursery complaints procedure fails to fully answer or resolve your complaint you can also contact OFSTED via the following contact details:

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

Telephone: 0300 123 1231

Reviewed by: Miss L. Wakefield  
Date Reviewed: November 18  
Next Review Date: November 19