

Skallywags

Complaints policy

It is clearly of paramount importance that the nursery should run smoothly and that parent/s and practitioners work together in a spirit of cooperation in the children's best interests.

In the event of complaints from either staff or parents, every effort will be made to respond quickly and appropriately and the following procedure will be followed.

- If a parent feels that, he/she has cause for complaint they should speak to either the Manager of that area or the deputy manager.

Pre-school manager: Shelley Walsh

Toddler/baby unit manager: Karen Sproul

Deputy manager: Lisa McDermott

- Where a complaint is made to other practitioners, the Manager should be informed immediately.
- The Manager will respond to any complaint as quickly as possible, (within 28 days). They will talk with staff and parents to try to resolve the problem.
- Complaints will be recorded and dated on a complaint form and filed securely.
- The manager will investigate the complaint using interviews and reviews of records.
- After a complaint has been resolved, the outcome will be written on the complaint form. Any recommendations for changes in procedure will be made and noted against the complaints policy.

- Parents have the right to phone Ofsted on 0300 123 1231 or write to the at:

OFSTED
Piccadilly gate
Store Street
MANCHESTER
M1 2WD

If they feel that they have not received a satisfactory response to their complaint or feel that they do not want to deal directly with the nursery.

- The Manager will deal with complaints by a member of staff immediately and appropriately depending on the type of complaint made.
- All those involved in a complaint issue will remain anonymous to other employees and parents.
- If a member of staff is suspended, staff will be told of the suspension but not always the reason of the suspension
- Ofsted will be informed of all complaints within 14 days.
- All suspensions will be referred to the appropriate body ie Ofsted, Local Authority Designated Officer or Protection of Children Act.

Reviewed updated: 15th May 2025