



Crank Nursery, Crank Hill Crank, St Helens, WA11 7SD Tel: 01744 886166 Email: info@cranknursery.co.uk

Complaints

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to safeguarding children, please refer to the Safeguarding Policy.

We will welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concern that you may have by following our complaints procedure as outlined below:

Complaints procedure

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the manager or in her absence the deputy manager. If a complaint is made to a staff member the manager / deputy must be informed immediately. The manager/ deputy will talk to staff and parents to try and resolve the problem quickly. If thought necessary changes in procedure will be made.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

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

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted or the chairperson Mrs Beryl Brighouse



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Contact numbers for complaints:

Chairman Mrs Beryl Brighthouse 01744 883567

Ofsted Address The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Complaints phone number 0300 123 1231

Nursery registration number 315416

A record of complaints will be kept in the nursery. 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 will have access to this record at any time during visits to ensure actions have been met appropriately.

Registration certificate is displayed in the main entrance corridor together with our insurance and fire safety certificates.

This policy was adopted on

Signed on behalf of the nursery

Date for review