

Making a Complaint

Policy Statement

The nursery considers customer feedback as being an important part of its success. Customers can provide feedback in a variety of ways: a comments book, questionnaires, face to face discussions or by meeting with the Management team.

In the event that your concerns have not been dealt with appropriately and you wish to make a complaint the following procedures should be followed:

Complaints made directly to the Nursery

All official complaints must be in writing and can be delivered to either the Nursery Manager, RUSU via their online complaint form or directly to Ofsted. The complainant will receive a letter confirming it has been received

The complaint will be investigated within 4 working days of receipt of the complaint, where the complaint refers to the welfare of a child it will be addressed immediately. Please note that for complaints made directly to Ofsted the time frame may differ.

Once the investigation has taken place and a course of action has been decided the Nursery Manager or RUSU will write to the complainant within 28 days of the receipt of the complaint informing them of the findings of the investigation.

Should a parent make the decision to withdraw a child without the required notice period of 1 month on the basis of a complaint before the investigation has finished they will be liable for the full payment of fees until this time. Should the findings of the investigation fall in favour of the customer, nursery fees for the withdrawn period will be waived.

All settings are required to keep a written record of official complaints and the outcome. This may be stored within the child's file or a designated file. Complaints are to be made available to all parents and to Ofsted on request.

Complaints made directly to Ofsted

If you wish to make a complaint about our service you may do this by contacting Ofsted on the details below. These details are also displayed on the nursery notice board.

Ofsted National Business Unit, Piccadilly gate, Store Street, Manchester, M1 2WD Helpline:

0300 123 4666

Website: www.ofsted.gov.uk/parents

Little Learners



a place where children grow