



Little Angels Day Nursery & Pre-Prep School



Complaints

It is important for both parents and staff to respect each other's roles and responsibilities. However should there be any concerns or disagreements regarding the care of a child it is vital that the parent / carer addresses the problem with the nursery manager as soon as it arises and the nursery will fully investigate your concerns. If a parent should wish to have a more formal discussion for any reason, a mutually convenient appointment should be arranged.

Most problems can be put right at the informal stage but should the nursery or parent feel unable to deal with the complaint and would like to take it up officially then the following procedure should be followed.

1. Discuss the problem with the nursery manager who may in turn decide to refer it to the nursery owners.
2. Once the exact nature of the complaint has been defined we would ask that the nursery be given time to investigate the matter and attain the relevant information.
3. When all the information has been gathered the nursery will take prompt and immediate action, and if we feel it can be dealt with through the nursery we contact the complainant, arrange a meeting if required, and discuss the investigation and how we have dealt with the situation. We will give an account within 28 days. If actions need to be taken we will act upon the findings of the investigation this will be prompt and effective. We will report to the parent actions taken if any. All of which will be recorded, records of any complaint will be kept on record for 3 years.

However if we feel unable to deal with the complaint or the complainant feels dissatisfied after our internal investigation then they should contact Ofsted. We will provide Ofsted on request all recorded information.

Ofsted can be contacted on 0300 123 4666.

The general Ofsted email address is enquiries@ofsted.gov.uk

To contact Ofsted about concerns CIE@ofsted.gov.uk

Reviewed January 2019

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