

## Sunnybank Nursery Complaints Procedure

### Stage 1

If any parent(s)/carers 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 child's Group Leader.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns should be taken to the Management Team. Management will then investigate the complaint and report back to the parent.

Written complaints will be replied to within 28 days of receipt.

(Most complaints will be resolved informally at stage 1 or 2.)

### Stage 3

If the matter is still not resolved a formal meeting should be held between the management and parent(s)/carers. A record of the meeting will be made in the complaints log book and will detail the nature of the complaint and any actions arising from it.

### Stage 4

If the matter cannot be resolved to their satisfaction, then parent(s)/carers have the right to raise the matter with Ofsted.

Tel No: 0300 123 1231

or write to:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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 parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.