



Policy Document 02 – Our Complaints Procedure

01	To help us maintain a high quality of service it is important that we know how parents and carers feel about the way we care for their child. We value feedback, positive or negative, and see it as an opportunity to ensure that the highest standards are maintained.
02	If parents or carers have any complaint they should address it to Mrs Kayleigh Green (Manager of Chester's House Childcare) or Ms Lianne Fink (Setting Manager of The Wincanton Early Years Centre), or Mr Rob Green (the director). We will investigate any complaint & respond within 48 hours, detailing any action to be taken. All details will be written down & held on file for Ofsted to inspect at any time. All details will be held in complete confidence.
03	<p>If a complaint is made against a member of staff, student or volunteer in the nursery the following action will be taken;</p> <ul style="list-style-type: none">• The nature of the complaint will be assessed by the Lead Designated Safeguarding Officer or owner and dealt with in the appropriate way as detailed below unless the complaint is of a safeguarding nature. In this case the local authority designated officer (LADO) will be informed immediately and any further action will be taken at their instruction.• Otherwise, a full investigation will be undertaken by the owner or manager as appropriate with interviews and statements taken from any adults or children involved.• Once this process has been completed the owner or manager will inform the relevant outside agencies as deemed necessary, such as the Police Service, Ofsted, Somerset County Council and Social Services.• If a complaint involves a manager then it should be addressed to the owner. Contact details for the owner are available from any member of staff on request.• If a complaint involves the owner then it should be addressed to OFSTED directly.
04	<p>If you feel your complaint has not been dealt with to your satisfaction you can contact Ofsted & request their investigation. They will ensure that we are meeting the Early Years Foundation Stage (EYFS) standards required. Ofsted can be contacted either by telephone on 0300 123 1231 or in writing at;</p> <p>OFSTED 2 Rivergate, Temple Quay, Avon, Bristol BS1 6EH</p>

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