

Complaints policy

Mereside Farm Children's nursery aims to provide the highest quality of services to children and their families, but recognises that on occasions users may be unhappy with the service received. If this happens we will:

- Always take complaints/comments seriously.
- Treat the individual fairly, with respect and dignity.
- Sort out the complaint as quickly and efficiently as possible at the earliest stage possible.
- Ensure that confidentiality is respected at all stages.
- Keep individuals informed at all stages especially if there is a delay.
- Aim to ensure that the complainant is satisfied with the process and outcome, including any remedial action taken.
- Inform them about what they can do if not satisfied with the outcome.
- Ensure that we all learn from the complaint.

Making a complaint

Initially - If possible speak to your child's key person or other staff who work in your child's room, as it may be possible to resolve any issue at this point.

Following this - If you do not feel this is going to resolve your problem, you have done this and you are still not happy or your complaint is in regards to one of the workers in your child's room you have the option to speak to the Deputy Nursery Manager Christine Hewitt.

The next step – Following the above steps or if you feel your complaint needs to be addressed directly with the Nursery Manager please contact Terri Carter or contact the owners Ruth or Alan Lowe.

Making your complaint formal - It may be that your complaint can be resolved after discussion, however if you are not satisfied with the outcome you can choose to make your verbal complaint formal by submitting a written complaint to Ruth and Alan Lowe at:

Mereside farm Children's Nursery
Peterbrook Road
Shirley
B90 1HZ

A parent may ask for a complaint to be dealt with informally but if the Nursery Manager or owners consider the complaint to be serious a decision will be made as to whether the complaint is passed on for further investigation.

Following the complaint

Complaints made will be recorded on a complaints form. A copy of this can be given to the complainant and will be made available to Ofsted upon inspection. Complainants will be notified of the outcome of any complaint within 28 days; however we will always aim to give feedback regarding any complaint quicker than this.

The nursery manager and owners will closely monitor any actions that may be put into place following any complaint.

Ofsted

Whilst we endeavour to resolve complaints informally at the nursery, if at any stage you are not satisfied with how your complaint has been dealt with you may wish to contact Ofsted on the number below.

0300 123 1231

Parents can contact Ofsted directly at any time to complain about the nursery if you do not wish to discuss your complaint with the nursery first, we would always hope to try to resolve any concerns with you before this but will always work co-operatively with Ofsted if any complaints are made to them.

REVIEWED: AUGUST 2018

REVIEWED BY: TERRI CARTER