

**WOLDINGHAM NURSERY CLASS**  
**COMPLAINTS PROCEDURES FOR PARENTS**

The Nursery aims to provide the highest quality education and care for all the children and provide a warm and caring environment, within which all children can learn as they play.

The Nursery believes that children and their parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. The Nurseries intention is to work in partnership with parents and the community generally and suggestions on how to improve the Nursery are welcome at any time

If you have a concern or complaint concerning the Nursery itself or a member of staff you should, in the first instance, speak to the Manager. If this does not lead to a satisfactory outcome, the complaint should then be put in writing to the owner, Karen Chevreau with a request for a meeting with her and the Manager. You are entitled to have a friend or partner present during the meeting and an agreed written record of the discussion should be made and dated in the complaints file.

The owner understands that most complaints are made constructively and can be resolved informally at an early stage. It is in the best interests of both the Nursery and parents, that complaints should be taken seriously and dealt with fairly, in a way that respects confidentiality.

After a complaint has been resolved the final outcome will be written in the Complaints file. Any recommendations for changes in procedure will be made and noted against the complaints policy.

If an agreement cannot be reached, an external mediator, acceptable to both parties will be invited to listen to both sides and offer advice to help clarify the situation. The mediator will help define the problem, review the action taken so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. She/he will meet with the group if requested and will keep a written record of all meetings and any advice given.

It is clearly understood that persons have the right to phone Ofsted if they feel they have not received a satisfactory response to their complaint. Every effort will be made to ensure that all matters are resolved and every avenue will be explored to ensure that every child is included in the setting and to resolve the complaint.

Ofsted will be contacted concerning any written complaint, and the outcomes will be sent within 28 days and kept for 3 years.

If parents wish to take the issue further they can contact

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD.

Tel 0300 123 4666 or email Ofsted at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

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