

Mews Nursery Complaints Procedure

Stage One

General concerns about your child or the way the nursery is being run.

If you have concerns that your child or the way the nursery is being run on a day by day basis, please speak to a senior member of the nursery staff.

If it is likely to take some time, or be of a confidential nature, please make an appointment so that time can be given away from the nursery.

If you are concerned that your child or an incident which has occurred in the nursery after leaving, and you feel it is serious than ring the hotel (01225 462089). The member of staff on duty will then contact one of the co-ordinators with a request that they telephone you immediately.

Stage Two

Complaints about staff or the way the Nursery is being run.

If you are not satisfied with the response after stage one, or the complaint is about a senior member of staff or the way the nursery is being run, please put your complaint in writing to the Chairperson of the Nursery Committee. Name of members of the Committee can be found on the parent's notice board.

This will be dealt with by a sub committee appointed by the Management Committee within 10 days of the acknowledgement of your complaint. You may, if you wish, address the members of the sub committee in support of your case, the substance of which must be made in your written complaint. The course of action to be taken will be communicated to you in writing within 5 days.

If you are not satisfied with the outcome and/or the complaint is of a very serious nature, then representation can be made to Ofsted (see stage three).

Please note the above procedure does not include general changes which will affect all parents and children. Changes in general policy to do with staffing, hours of opening, choice of toys and equipment, pricing etc. Should be suggested through the parent's representatives, or by writing to a member of the committee. These will be included on the agenda of the management committee, and discussed at the next scheduled meeting.

Stage Three

Dissatisfaction with internal complaints procedure

If you are still not satisfied with the outcome and/or the complaint is of a very serious nature, then representation can be made to the *Office for Fair Standards in Education*. Address letters to the Complaints, Investigations and Enforcement Team, Ofsted 2nd Floor, 1 The Square, Temple Quay, Bristol, BS1 6HB, or telephone Ofsted's Early Years Helpline number - 0845 601 4771.