Easebourne Nursery

Comments and Complaints Policy and Procedures

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Governor Committee	Nursery
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COMMENTS & COMPLAINTS POLICY and PROCEDURES

Easebourne Nursery will provide a safe, stimulating and caring environment where children and their families feel welcome and valued. We believe in working with parents/guardians to ensure their children's individual needs are identified and met.

We welcome comments from parents/guardians about our services and recognise them as the prime educators of their child and that comments, whether negative or positive, are made with the child's interest at heart.

Positive comments are a good way for parents/guardians to let settings know their work is valued and appreciated, giving everyone concerned the chance to build on good practice which promotes children's development, and they should be encouraged to praise where appropriate.

Should you wish to make a complaint, the following procedure should be followed:

- Parents/guardians wishing to make concerns known should talk to the Nursery Manager or Deputy Manager in the first instance – most problems can be sorted out quickly in this way and should be resolved within a reasonable timescale, although this may vary depending on the concern raised.

- if the situation is not resolved, the parent/guardian should approach the Chair of the School Governing Body (via the Headteacher) who will raise the concern at the next Governor's meeting or sooner if deemed necessary.
- it may be helpful to have a meeting with an outside mediator, the parent/guardian and staff representative – this may help both sides to clarify the issues and reach an amicable solution.
- if the problem cannot be resolved via any of the above channels, OFSTED (Office for Standards in Education) may be able to help if the concern is about the requirements set by the Children Act and the Statutory Framework for the Early Years Foundation Stage. The contact number for OFSTED is tel: 0300 121 1231.
- everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and must not discuss the situation with anyone else.

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