

PETER PAN NURSERY - POLICY DOCUMENT

COMPLAINTS PROCEDURE

Any complaint made by a career or outside person or body must be taken seriously and the matter investigated and dealt with as quickly as possible. Any person wishing to make a complaint should address this to the proprietor or SLT, setting out the reasons for the complaint and the persons if any who were involved in any incident leading up to the making of the complaint.

The persons making the complaint should receive written notice within 24 hours of the making of the same complaint it will state that the complaint has been received and that it will be dealt with, it will state the manner in which it will be dealt with and by whom.

The Complaints part 2 policy should be followed in regard to a complaint about a member of staff in relation to a safeguarding incident.

The complainants will be notified of the outcome of the investigation within 28 days.

If there is a dispute as to what happened then a round table discussion should take place between the complainer, the proprietor and any other persons involved in the events complained of and an attempt to resolve the dispute should be made.

Where there is no dispute, the nursery will write to the complainer advising what steps have been taken to deal with the complaint and where necessary provide a time scale within which the matter will be remedied.

The contact details for Ofsted, in the event that the complainer wishes to contact them are:-

Early Years
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2DW

Tel :- 03001231231

Website www.ofsted.gov.uk