

Yeovil College Nursery Complaints Procedure

EYFS: 3.75, 3.76

- The Nursery promotes an open door policy where parents/carers and staff are encouraged to give regular feed back as to the care of their child.
- If a parent/carer has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise the issue with either their child's keyworker/ room leader or the Manager of the Nursery.
- The Nursery will make every effort to resolve the issue in a friendly and positive way.
- If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach the Yeovil College Quality Manager, This should be done in writing and forwarded to the Quality manager at the college address or by email via feedback@yeovil.ac.uk.
- The Quality Manager will liaise with both parties to resolve the matter.
- Once a complaint is received in writing it becomes a formal complaint and will be logged by the Personal Assistant to the Senior Management Team who will acknowledge receipt of the complaint within three working days, informing the complainant of the name and contact details of the person dealing with the complaint. This will normally be the Nursery Manager/ Deputy Manager or other Senior Manager who will respond in writing within 10 working days.
- If more time is needed to investigate the complaint the Nursery Manager or Senior Manager will inform the complainant of this and give a time limit for a response in writing, this will be no later than 28 days in line with the Ofsted complaints procedure.
- At all points throughout the complaints process, the parent/carer will be kept informed.
- If the matter cannot be resolved to their satisfaction, then parents/ carers have the right to raise the matter with Ofsted. Parents/ carers are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted.
- A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.
- The record of complaints is made available to Ofsted on request.

Contact details for Ofsted

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