Planting the seeds of early education since 1990

wcfnp@btconnect.com

**COMPLAINTS PROCEDURE**

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Making concerns known

A parent who is uneasy about any aspect of the group’s provision should first of all talk over any anxieties with the child’s keyworker or Manager.

If this does not have a satisfactory outcome within a couple of weeks, or the problem reoccurs, the parent should put their concerns or complaints in writing and request a meeting with the Manager and the chair of the committee. Each Party should be accompanied, and an agreed written record of the discussion should be made. Most complaints should be resolved at this initial stage. If the matter is still not sorted out to the satisfaction of all concerned, the parent should contact the chair of the committee again. A response should be made to any complaint in writing within 28 days.

If the parent and the group cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help clarify the situation. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. She/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given.

THE ROLE OF THE REGISTERING AUTHORITY

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to and with the nursery works in partnership to encourage high standards. The registering authority would be involved if a child was at risk or where there appears to be a breach of registration requirements. In these cases both the parents and nursery would be informed and the nursery representative would work with Ofsted to ensure a proper investigation of the complaint followed by the appropriate action.

The address of the registering authority is:

OFSTED

Piccadilly Gate

Store Street

MANCHESTER

M1 2WD

Tel: 0300 123 4666

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and the parents, that the complaint should be taken seriously and dealt with fairly and in a way that respects confidentiality.

**This policy is reviewed annually by Wavertree Christian Fellowship Nursery and Pre-school.**