

## **Complaints Procedure**

At Perfect Start, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope, that at all times parents are happy with the service provided. We will always strive to deliver the best possible service to our children and parent's; however, we also acknowledge that there may be instances where the service provided does not meet the high standard we expect.

We want to make the process for parents to raise a concern as simple and effective as possible. We are committed to deal with issues raised with the upmost discretion and will maintain parental/child confidentiality as much as we possibly can when investigating a concern.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, if they feel comfortable to, they should raise this concern with the staff members in their child's room. However, if the parent does not want to discuss the issue with the staff members, we would encourage you to contact the Nursery Manager directly.

#### **Stage 2**

If the issue remains unresolved, parents feel they have received an unsatisfactory outcome or if the parent does not want to raise the concern with the nursery manager or staff at the nursery, then parents are advised to contact Perfect Start Head office. The telephone number is 0333 772 0689. Alternatively, parents can email [info@perfectstartnurseries.co.uk](mailto:info@perfectstartnurseries.co.uk).

If a parent makes contact with head office regarding a concern, contact will be made within 48 hours by a member of the Senior Management Team of Perfect Start.

A decision will then be made about how the concern is dealt with. This may involve the nursery manager resolving the matter locally with the parent, a telephone call between the parent and a representative of Perfect Start or a meeting at the nursery.

### **Stage 3**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure. Ofsted is the registering authority for nurseries in England.

Contact details for Ofsted:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

By post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

### **Other key information:**

Any complaint received by the nursery in writing will be responded to within 5-28 days of the complaint being received.

A record of written 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, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Parents will also be informed if the Nursery becomes aware that they are going to be inspected. After the Inspection the nursery will provide a copy of the report to the parents and/or carers of children attending on a regular basis.