Cressex Day Nursery
Standard Operating Procedures

Complaints Procedure

All and any complaints lodged by parents, carers, members of staff or other authorities will be treated seriously and brought to the attention of the Nursery Owner Mrs Emma Hoing as soon as is practicable. Staff receiving even trivial complaints must report them to management.

Complaints are considered as falling into one of four categories, as follows:

1) Operational or minor matters
2) Failures to meet required standards
3) Welfare of Children
4) Safeguarding of Children

Operational complaints may be dealt with by the relevant member of staff in conjunction with the Head of Room, with assistance of the Manager if required. As mentioned above, even these minor complaints will be recorded for future reference.

Failures to meet required statutory standards will require the involvement of the Nursery Manager, since this is likely to involve management or operational issues. The exact deficiency will be identified and remedial action taken. The nature of the complaint will be recorded in the official complaints record, along with any action taken. This will be made available to the complainant and discussed as necessary within 28 days.

Complaints relating to the welfare of children within the Nursery will be regarded with particular importance. Maintaining the welfare of all children is the central duty of all members of staff. Any reported or observed incidents of a member of staff failing in this duty are likely to become personnel issues, and may well be considered under our staff disciplinary procedure. A record of the complaint and its outcome will be made for future information or inspection.

Complaints relating to any Safeguarding issue will be dealt with under our Safeguarding Policy.

Finally, any parent/ carer believing they have cause for complaint should in the first instance raise the matter with the officer in charge or Mrs. Emma Hoing. If the complaint cannot be resolved to their satisfaction, then they have the right to raise the matter with:-

The Complaints Manager,
Office for Standards in Education (OFSTED)
National Business Unit,
Piccadilly Gate,

Manchester. M1 2WD
Tel: 0300 1231231
Website: www.ofsted.gov.uk
Email: enquiries@ofsted.gov.uk