

St Jude's Church Nursery

16. Complaints Procedure

Introduction

St Jude's Church Nursery strives to provide the highest quality care and education for all our children. We aim to offer a warm welcome to each individual child and family; providing a friendly and caring environment within which each child can learn and develop as they play.

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

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that complaints should always be: taken seriously, dealt with fairly and in a way that respects confidentiality.

Concern

Most concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedure is available to you.

Complaint

We will investigate all written complaints, made by the child's parent, carer or guardian, relating to our fulfilment of [OFSTED's registration requirements](#). We will respond to complaints made by parents/carers in writing or by email within a 28 day period and will keep a written record of all complaints for 3 years.

How to complain

Stage 1 – Informal verbal concern. A parent/carers who is uneasy about any aspect of our provision should talk over any worries and anxieties with the Nursery Manager. The Nursery Manager will meet with you at the earliest opportunity to resolve the issue. The Nursery Manager will confirm the outcome of the meeting with you by email.

Stage 2 – Formal written complaint. If you are dis-satisfied with the outcome of your informal concern or if the problem recurs, you should put your complaint in writing to the Nursery Manager. When you do so, please include as much detail about the issue or incident as you can and let us know the action you wish us to take to resolve the matter. The Nursery Manager will acknowledge receipt of the complaint, then record and investigate your complaint and respond to you in writing within 28 days.

Stage 3 – Investigation by the Chair of the Nursery Management Committee. If the matter is still not resolved to your satisfaction, you can ask that your complaint is elevated to the Chair of the Nursery Management Committee. They will convene a panel to hear the complaint which may involve meeting the complainant and other parties involved. The panel will consider the complaint and report their decision to you in writing within 28 days.

Meetings with the Nursery Manager of chair of the Nursery Management Committee

When meeting with the Nursery Manager and/or the Chair. You can have someone to accompany you to this meeting, if you wish. Another member of staff will accompany the Nursery Manager. A written record of the discussion will be made. We expect most complaints will be resolved at this stage.

The role of the Local Area Designated Officer (LADO)

The Local Authority Designated Officer (LADO) (LADO@secure.portsmouth.gov.uk Tel: 023 9288 2500), also known as the designated officer, is a role set out in the government guidance [Working Together to Safeguard Children](#). The LADO is also available to any parent, carer or guardian who has a concern about the safety of their child.

The role of the registering authority

In some circumstances, it will be necessary to invite the registering body, OFSTED, to participate if a child appeared to be at risk, or where OFSTED registration requirements have been breached. In these cases both you and the Nursery School would be kept informed and the LADO would work with OFSTED to ensure a formal investigation of the complaint is followed by appropriate action.

The regulating authority for St Jude's Church Nursery is:

OFSTED (Office for Standards in Education, Children's Services and Skills)
Piccadilly Gate,
Store Street,
Manchester
M1 2WD

Tel: 0300 123 1231

This policy was first adopted at a meeting of the Nursery Management Committee held on 12th July 2006.

Reviewed January 2021

Next review January 2022