



COMPLAINTS PROCEDURE

STATEMENT OF INTENT

At Monkey Puzzle Day Nursery, we understand that by listening to you the parent/carer, we are able to evaluate and improve our service. We therefore welcome your suggestions as to how we can improve the nursery, to which we will give prompt and serious attention. We aim to ensure that all your concerns are resolved quickly and in an informal manner. If you are not satisfied with the way the matter has been dealt with we have a set of procedures for dealing with such concerns.

AIM

At Monkey Puzzle Day Nursery, we take all complaints very seriously. We aim to deal with all complaints to ensure that they are resolved appropriately for all parties involved. Complaints must be resolved to the parents' satisfaction within 28 days of receipt of the complaint, be it verbal or written.

PROCEDURE

Monkey Puzzle Day Nursery will keep a 'summary log' of all complaints. This will be made available to parents as well as to Ofsted inspectors upon request.

When a concern has been raised about any aspect of the child's care, Monkey Puzzle Day Nursery follows the following procedure:

First stage:

In the first instance, any concerns should initially be discussed with the child's key person or room leader. Wherever possible this should be done on the day the concern arises so that it can be dealt with promptly. The staff member dealing with the concerns will make every attempt to resolve the situation.

Second stage:

If you feel the matter is unresolved and parents are still concerned, they should discuss their concerns with the Nursery Manager.

The Nursery Manager will fully investigate the complaints and make every attempt to resolve the matter with the parents. The Nursery Manager will then carry out an investigation and respond in writing within 28 days from receipt of the complaint. Monkey Puzzle Day Nursery will keep a record of the complaint in the complaint log and a summary log of all complaints.

Third stage:

Parents have a right to appeal against the outcome of this investigation to **Sheena Patel**. Parents should put their concerns in writing to: **sheena@monkeypuzzlewestnorwood.co.uk**. This should be done within 10 working days of them receiving the outcome of the investigation. Sheena will consider the appeal fully and will notify parents of the outcome of the appeal within 10 working days.

If the concerns are about the Owner, please contact Monkey Puzzle Day Nurseries Ltd Head Office on 01442 878887.

Any complaints relating to Safeguarding issues will be referred to **Andrew Zachariades the Local Authority Designated Safeguarding Officer (LADO)**.

All information relating to individuals involved in the complaint will be kept confidential. These records will be kept for a minimum of three years.

Monkey Puzzle Day Nursery is regulated by OFSTED (The Office for Standards in Education). Any parent who feels that their complaint has not been dealt with appropriately should contact OFSTED at the address given below.

The National Complaints Team
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
Email: enquiries@ofsted.gov.uk
Telephone: **0300 123 1231**