

Lightwater Nursery School

Concerns and complaints Policy

Staff must acknowledge their responsibility to bring matters of concern to the attention of the child protection officer or Claire Freeth. This is important where the welfare of a child may be at risk.

Each individual has the responsibility for raising concerns about unacceptable behaviour or practise by staff.

Each individual has a responsibility to prevent or reduce risk to others.

Raising a concern

Staff should voice their concerns as soon as possible. The earlier a matter is expressed the easier and sooner action can take place.

Try to indentify exactly what is a concern and why.

Speak to the CPO

If put your concerns in writing, outlining the back ground and history, giving names, dates and places where you can.

Ensure you get a satisfactory response.

If it is about another member of staff please see whistle bowing policy.

Within the EYFS we aim to provide a safe, stimulating , consistent and high quality provision for all the children. However, if for any reason the parents/cares have a compliment we will proceed as the following.

If a parent or carer has an issue involving a child or Wendover nursery as a whole, they should raise the issue with either child's key person or the manager.

If the parent or carer feels unable or unwilling to raise the matter in this way, they can approach Jackie or Inderpal if they are still unhappy they can raise the matter with Claire Freeth.

1. A matter is raised with a key person and discussed between parent/carer.
2. If the matter is not resolved, the issue will be brought to the attention of the Managers who will meet with all parties involved.
3. Should the issue remain unresolved it will be raised with Claire Freeth
4. Compliments will be recorded in the complaints book, using a separate page for each incident.
5. If the issue is still not resolved satisfactorily parents can write to Ofsted.
6. Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
Telephone 03001231231

At all points throughout this process the parent / carer will be kept informed of the progress.

Records of complaints.

We take all complaints very seriously and it is important to deal promptly and fairly with all complaints, we will record ;

The nature of the complaint

The actions taken

The person responsible for investigating

Time scale

The review of each process

We will investigate all complaints made in writing when they relate to one or more welfare requirements. We will provide the parent with an account of our findings and of the action taken within 28 days of the complaint. Records will be kept for 3 years.

