



COMMENTS, SUGGESTIONS AND COMPLAINTS PROCEDURE

As a St. Joseph's Nursery, we value parent/carers and other users feedback – YOUR VIEWS COUNT!

In order to encourage parent/carers and other users to provide feedback to us we have the following in place;

- Practical on the spot oral feedback, of which some might get recorded in writing and signed by the witness as evidence of good practice
- A comments/suggestion box kept at the entrance area, with pen and paper that parent/carers and users can write comments on as to what they'd like to see happening, or what we are doing well
- Feedback orally, which is written onto the parent-practitioner feedback form, gained during 1-2-1 meetings
- Via a minimum once a year parent/carer questionnaire sent out to all the children's families, asking for feedback and ideas on what we do well and what they'd like to see improve

If things are going well, it's nice to hear about them, even via a phone call or a note, or one of the means stated above, but if things are starting or are going wrong, we would appreciate it if you could let a member of staff know immediately, as we want the opportunity to put it right as soon as possible, before things escalate.

We can assure you we take your concerns seriously

Complaints

In the first instance, you should contact your child's key person, in person preferably, or by telephone, email or letter. He/she will then do their very best to solve your enquiry to your satisfaction and will assure you all comments will be treated confidentially in line with the borough's procedure.

If you are not happy with the response you receive, you should then contact the nursery manager, in person, or by telephone, email or letter, who will investigate the complaint.

If the complaint relates to any part of the Statutory Requirements of the EYFS, we will send a copy of our investigation to Ofsted. We will also inform Ofsted at the start of our investigation that we have received a complaint against the Welfare Requirements. Ofsted will make a decision whether or not to investigate the matter further, eg. if your complaint relates to a safeguarding issue.

If you remain dissatisfied at any time during the investigation, you may then take the issue directly to Ofsted on: 0300-123-1231 or via email to: enquiries@ofsted.gov.uk, or write to them at: Piccadilly Gate, Store Street, Manchester, M1 2WD

Date reviewed: December 2016

Next review: December 2017