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**Complaints Procedure Policy**

Staff and parents who use or work at The Ark Nurseries are encouraged to make suggestions and express concerns about any aspect of the nursery provision. Any concerns will be taken seriously and appropriate action taken. In the first instance complaints should be brought to the attention of the nursery managers.

### If this is still unresolved or the person with the complaint is not happy to speak to the managers, they may speak directly to one of the directors, or put the complaint in writing. If they complainant feels the problem has not been dealt with satisfactorily, they can contact OFSTED; 03001231231

### Complaints Procedure

**Staff complaint**

If a member of staff has a complaint that cannot be dealt with informally, they should either put it in writing to the manager or make an appointment to discuss any grievance. It is expected that members of staff will behave courteously towards each other, and to bring any disagreement out into the open as soon as the problem arises. A grievance could be between each other, issues concerning the children, or job description not being adhered to.

If staff overhear incorrect language being used or incorrect behaviour towards children, staff or parents and do not feel they can confront the person personally, this must be brought to the attention of the nursery managers or deputy managers. The nursery has a whistle blowing policy that all staff are required to adhere to and a Staff Bullying and Harassment Policy. Supervision meetings take place at least every year and are ongoing informally.

# Parental complaint

If a parent has a complaint we would appreciate it if they could bring this to our attention as quickly as possible. We will make provision to speak to parents/guardians confidentially whenever possible. Complaints will be responded to within 28 days. If the issue cannot be resolved internally parents will be given the following address and phone number to file their complaint in writing to OFSTED

The Chief Inspector, OFSTED; Tel. 03001231231.

Ofsted

National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

A poster detailing the Ofsted contact numbers is on display in the entrance of the nursery.

This policy is reviewed annually.