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| Policy 05 | Review date | November 2017 |
| Complaints Policy & Procedure |  | |

If a parent /carer has an issue either involving their individual child or the Nursery / After School & Holiday Club as a whole, they should in the first instance raise the issue with either their child's Keyworker, Duty Team Leader or the Manager.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach either:

1. The Manager
2. The Chairperson or any other Trustee.
3. Contact Ofsted on 0300 123 1231

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Store Street  
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In the first instance every effort will be made to resolve any matters within the setting of St James’ Cottage Nursery.

**If a parent makes a formal complaint in writing or by e-mail, and the complaint relates to the Welfare Requirements, it is now a mandatory requirement for the group to investigate the complaint, take any necessary action and the outcome of the findings be provided to the parent within 28 days. St James’ Cottage Nursery will notify Ofsted within 14 days of the initial complaint if this was regarding a member of staff against a child.**

**Complaints record:**

**The group must make a written record of the complaint/s, any action taken and outcome and provide a summary on request to any parent and Ofsted. Records must be retained for 10 years from the date on which the record was made.**

**Complaints records are stored in the blue complaints file in the office and include:**

**A complaint record form**

**A complaint form**

**A guide to Ofsted complaints process for Early Years Provider (PLA 2013)**

**Information for parents about Ofsted’s role in regulating childcare (Ref:120335 January 2013)**