

At **Tiny Toes** we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy:

### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person, room leader or senior member of staff.

### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they should present their concerns in writing as a formal complaint to the Nursery Manager or any other member of the senior management team. The complaint will then be investigated and a response given back to the parent within 5 working days. The complaint will be documented along with the outcome and recorded as a complaint within the Nursery's Incident Register.

### **Stage 3**

If the matter is still not resolved, the nursery will hold a formal meeting with the complainant to try to resolve the issue in a face to face basis. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, parents have the option of raising the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration.

### **Contact details for Ofsted:**

- Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- Telephone: 0300 123 1231