

# Complaints Procedure

Version: 1

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## Policy Statements

Trinity College Day Nursery aims to provide a happy and stimulating environment for children, where they feel at home and loved. In all our care and education we are working towards desirable outcomes for children's learning on entering compulsory education. [Amend with core mission statement]

Our working practices aim to provide parents with ample opportunity to discuss their child's (or children's) experience of being part of the nursery. We encourage continual informal discussion with key workers and schedule formal feedback on both general issues of participation in nursery as well as on developmental targets for foundation stage learning.

Parents are encouraged to discuss any concerns they might have with their child's key worker or the nursery manager at any time. However, in the event that a parent is not satisfied with the provision the nursery provides the following complaints procedure should be used.

To aid a speedy resolution for complaints, we have three separate complaints procedures:

Admissions (see admissions policy), Quality of children's experience (see below), Administration (i.e. bookings and fees) (see below).

### ***Complaints procedure (for children's quality of experience)***

If you are dissatisfied with an aspect of the nursery's provision for your child and have not been able to resolve the matter through discussion with your child's key worker or the manager, you should put your concern in writing to the nursery manager who will contact you to arrange an informal meeting.

At this meeting the nursery manager, yourself and the key worker will meet to discuss the issue of concern. If you do not wish the key worker to be present please state this in the letter to the manager. If this meeting does not resolve the concern, or provide an agreed strategy to address the issue, then a formal complaint can be made in writing to the Executive Director at Trinity College:

Andrew Lucas  
Executive Director  
Trinity College  
Stoke Hill  
Stoke Bishop  
Bristol BS9 1JP

The Executive Director will respond to your letter in writing, after consulting the nursery manager. This reply will outline the position of the nursery over your concern. If appropriate, a further meeting to discuss the matter will be made. At such a meeting we would welcome the presence of any suitable third party to help discuss the matter (see Appendix for advice on child care in the Bristol Area).

The nursery is required to make OFSTED aware of any formal complaint of this nature and will do so, stating the response that has been offered.

In the unlikely event that the written response or meeting does not satisfactorily meet the complaint, parents are advised that they too may contact OFSTED.

OFSTED  
National Business Unit  
Royal Exchange Buildings  
St. Ann's Square  
MANCHESTER  
M2 7LA

Telephone : 0300 1231231

Throughout this period the nursery we will continue to the usual provision for your child unless the parent has removed them or contravention of a nursery policy has required the child be excluded.

### ***Complaints procedure (for administrative or financial matters)***

Parents are advised that the nursery is not required to make OFSTED aware of any formal complaint of this nature but that we will do our utmost to resolve any matter arising.

In the first instance parents should address any concern of the handling of bookings and fees (or other administrative matters) to the manager.

If these discussions do not resolve the matter then please put your concern in writing to the manager who will seek to arrange a response or a meeting with an appropriate colleague to resolve the issue.

If this action does not remedy the situation, then please address your complaint to the Executive Director at Trinity College:

Andrew Lucas  
Executive Director  
Trinity College  
Stoke Hill  
Stoke Bishop  
Bristol BS9 1JP

The Executive Director will respond to your letter in writing, after consulting the nursery manager. This reply will outline the position of the nursery over your concern. If this does not resolve the matter then further correspondence should be continued to be addressed to the Executive Director.

Throughout this period the nursery we will continue to the usual provision for your child unless the parent has removed them or contravention of a nursery policy has required the child be excluded.

### ***Notification of Complaints***

If the nursery receives a formal complaint of either nature then notification that a complaint has been received will be posted on the nursery information board. The general nature of the complaint will be described, though not the specific nature. Following the resolution of a complaint the details of any changes in policy or practices will similarly be posted. Complaints that are unresolved will also be indicated. Parents are advised that Trinity College Day Nursery has not such received any formal complaints from users in the course of its operations (as of date on this policy)