



### **Complaint Policy**

At Little Steps Day Care Ltd, we take our responsibility to you and your child very seriously and are dedicated to providing the best possible service. However we understand that on occasion you may have a concern that you would like to discuss. It is important these concerns are shared as soon as possible in order for us to work together to resolve any issues and continue to provide the best possible care for your child.

These guidelines identify the appropriate methods through which to register a concern about any aspect of the service provided by the nursery:

- In the event of a minor complaint you should initially address your concerns with your child's key carer or, if they are unavailable, the room leader in which your child attends.
- In the event of more significant concerns, or the room staff are unable to resolve your concern satisfactorily, you should address your concern with the Nursery Manager, or in their absence the Deputy Manager. These complaints must be presented in writing; the manager will investigate the complaint and report back to you within two working days. This process will be fully documented in the complaints file, detailing the nature of the complaint and any actions arising from this.
- If this concern is still not resolved, a meeting will be arranged between the Nursery Manager, Room Leader and Yourself to ensure a discussion can be held to resolve the issue sufficiently. A record of the meeting will be documented along with agreed actions arising. All parties present at the meeting will be required to sign and receive a copy of the minutes. This will signify the conclusion of the process.
- If the matter cannot be resolved to your satisfaction, you have the right to raise the matter with Ofsted:

OFSTED

Complaints Investigation and Enforcement Team (CIE)

National Business Unit,

Piccadilly Gate,

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

A record of all complaints will be kept in the nursery and will be made available to all parents and Ofsted Inspectors upon request. Personal details of parties involved will be kept confidential and will only be available to those to which they belong.