

Concerns and Complaints Policy

The Acorn Nursery School aims to provide the highest standards of care and education.

Any concerns or complaints received from parents/carers are dealt with as a serious and urgent matter.

If you have a complaint or concern about any aspect of the services provided, it is imperative that you bring this to our attention in order for us to resolve any issues promptly, thus promoting positive outcomes for children.

It is a requirement of our regulator Ofsted that all complaints received, in writing or by electronic mail, that relate to one or more of the National Standards are investigated fully and the complainant must receive a written account of the findings within 28 days.

It is our policy that we extend this requirement to all complaints received both in writing and verbally.

Our procedures for dealing with complaints are as follows:

- Please talk to one of the Nursery Co-Managers (Wendy Hastie or Gemma Dighton) or the Head of Nursery (Pauline Crowder).
- The staff member concerned will be advised of the nature of the complaint and their full co-operation, with any investigation, will be sought. If deemed necessary the staff member will be suspended, or moved to another room to work until the investigation is complete
- If the matter is not resolved to your satisfaction or if you do not feel able to talk to one of the Nursery Co-Managers or the Head of Nursery, you may wish to contact our regulator, Ofsted. The address can be found below.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone Number: 0300 123 1231

The Acorn Nursery School will keep a written record of all complaints received; details of any action taken and an outcome of the investigation will be provided on request to parents in a summary form. All records will be retained for a period of 10 years.

Our Safeguarding Policy details procedures regarding concerns or complaints of all Child Protection matters.