

## Policy and Procedures

### Complaints Policy and Procedure

<b>Signed on behalf of Miss Daisy's Nursery School</b>
Lucy Caminada

#### **Policy**

Miss Daisy's Nursery School aims to create a welcoming and safe environment and prides itself on the quality of teaching and care for the children. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns raised.

We operate on an 'Open Door Policy' and encourage parents to discuss any concerns with the Headmistress who will do her utmost to resolve any difficulties that you may have. A solution can usually be found as long as we know that a problem exists.

If a parent expresses a grievance about a minor incident this may not amount to a complaint. However, if a parent has a serious complaint, they can expect to be treated with care, respect and prompt attention by Miss Daisy's Nursery School in accordance with our procedure. We aim to work with parents to erase any concerns that may have been raised, in a timely and cohesive manner. We hope by being open and talking through any areas of concern we will ensure complaints are resolved.

Any matter relating to an individual child should be discussed between the parent/guardian, the Headmistress and the child's teacher.

#### **Procedure**

- Any parent/guardian who has any concerns or a minor issue/complaint about the day to day running of the school can contact the Headmistress or Deputy and this will be addressed within the day wherever possible.
- Any parent/guardian can put their concerns or complaints in writing to the Headmistress at who will investigate the complaint. This can be done through the complaints form or via email.
- The Headmistress will investigate the complaint and respond by phone, email or meeting.
- A phone call may be required to resolve the issue or investigation.
- A meeting is organized regarding the complaint.
- All complaints will be treated in confidence. Immediate action will be given to any concern or complaint a parent wishes to make. If the complaint is about an action of a member of staff, a full investigation will be made, which may require subsequent meetings.
- We will investigate any written concern within 28 days of receiving the complaint.

If the complainant feels dissatisfied with the conclusion of their complaint they can contact The Director of Operations. She will investigate the matter, discuss it with the complainant and try to bring the matter to a satisfactory conclusion.

Details to write to the Director of Operations:

Zana Clarke  
14 Waterloo Place  
London  
SW1Y 4AR

If a parent feels they should make an official complaint about Miss Daisy's Nursery School, Chelsea, which is related to the Statutory Framework of the Early Years Foundation Stage, here are the following details for OFSTED:

OFSTED

Email: [contact.ofsted.gov.uk](mailto:contact.ofsted.gov.uk) or [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)  
Ofsted Complaints Line: 0300 123 4666  
Address: Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Ofsted Setting Number is EY401950

For any issue relating to the Disability Discrimination Act here are the following details:

Disability Rights Commission  
0845 762 2633