



Complaints Policy and Procedure

Signed on behalf of Miss Daisy's Nursery School Belgravia
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Michelle Blackwell, Head Teacher

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 Head Teacher who will do their 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 Head Teacher and the child's key 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 Head Teacher 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 Head Teacher who will investigate the complaint. This can be done through the complaints form or via email.
- The Head Teacher 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 taken to any concern or complaint a parent wishes to make. If the complaint is about the 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 Principal of Miss Daisy's Nursery who will investigate the matter, discuss it with the complainant and try to bring the matter to a satisfactory conclusion.

Email: zanna@missdaisynursery.com



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

Email: contact.ofsted.gov.uk or enquires@ofsted.gov.uk

Ofsted Complaints Line: 0300 123 4666

Address: Piccadilly Gate

Store Street

Manchester

M1 2WD

Ofsted Setting Number is 2690683

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

Disability Rights Commission

0845 762 2633