

Complaints Policy

The nursery has an open door policy and encourages parents to discuss aspects of their child's care and development on a daily basis, with the nursery staff, particularly with the child's key person. Written records/observations of progress are completed by each child's key person, as well as by other staff. Parents are welcome to see these records at any time, they are always accessible to parents. They are also welcome to contribute to children's records, detailing progress made at home. Reviews are completed every term; parents are given the opportunity to discuss their child's progress with his/her key person at this time. Parents are asked to contribute to the review that details their child's development and progress. We also ask parents to contribute to

Complaints

If you are unhappy about any aspect of nursery care you may wish to speak, in the first instance, to the key person caring for your child.

If you continue to be concerned or if you feel it would not be appropriate to talk with the key person, please raise the matter with the Nursery Manager, either verbally or in writing.

If there is no resolution of the problem after doing so then the next point of contact would be Ed Nedjari, the Chief Executive of Students' Union. He will acknowledge your complaint within five working days. Thereafter your complaint will be dealt with as quickly as possible.

Where appropriate, Ed may convene a meeting with all the parties concerned to seek evidence regarding the complaint and/or determine a resolution.

Ofsted

The nursery is registered by Ofsted and parents may wish to take their complaint directly to them, details are as follows:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 1231/4666

Further correspondence from Ofsted is displayed on the parent's notice board.