

### **Nursery Complaint Policy**

We aim to offer staff a first class professional working environment and are always seeking to improve our standards. We welcome any suggestions as to how we can improve our practice and will willingly adopt ideas that will help us to do so.

#### **In the case of a complaint**

#### **In the event of a complaint against any aspect of the nursery**

We believe that most issues can be resolved quickly and easily following a complaints procedure as outlined below.

- If a parent/carers is uneasy about any aspect of the nursery they should discuss the matter in the first instance with the manager Kim Windebank or deputy manager Laura Evamy.
- If these discussions do not have a satisfactory outcome the complainant should write to the manager (or if the complaint is regarding the manager) to the PCC of St Stephen's Church

**Church Wardens:**

**Claire Honeywood**

**Colin Short**

**C/o St Stephen's Church, Church Road, Shottermill, Haslemere, Surrey  
GU27 1NS**

The complainant may request a meeting with the manager and/or PCC member/s and other parties can be invited if deemed necessary. A written record of the meeting will be made, along with an agreed action plan (if required). All parties at the meeting will sign the record and will be sent a copy. This signed record signifies that the procedure has concluded. Any necessary actions will be followed and monitored.

## The Rainbow St. Stephen's Nursery School

- If following the meeting the complainant is still dissatisfied they can contact Ofsted (Office for standards in education) who are the nursery school's registration and inspection body or the citizen's Advice Bureau for further advice.
- The address and contact details of Ofsted are:  
The National business Unit  
Ofsted  
The Royal Exchange Buildings  
St. Ann's Square  
Manchester  
M2 7LA  
Complaints and reinforcement Tel. 0300 123 1231  
[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)  
Text 0161 618 8524

To find your local advice centre: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)