



# Complaints Policy

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# Golden Owls Day Nursery



## Complaints Policy

The management and staff of Golden Owls Day Nursery will always endeavour to work in partnership with parents to meet the needs of all the children in our care. However, if you do have a complaint then we encourage parents to discuss this with the key person or most senior member of staff present as soon as possible.

This document describes the process and procedure for dealing with complaints raised by parents or carers.

Parents are welcome to discuss any concerns or issues with the staff and management at any time and we encourage input on any aspect of the nursery.

### Complaints Procedure

When a member of staff receives a complaint the Manager/s must be informed. If the complaint is against the Manager/s then the Registered Person (Head of School or Governors at Goldsworth Primary School) should be informed.

Normally the Manager/s would arrange to discuss the issue with the parent/carer in confidence to ascertain the nature of the complaint and an appropriate course of action to be taken.

A written record of the complaint will be completed. This will cover:

- Summary of the nature of the complaint
- Details of any actions taken
- Outcome of the investigation

These details will be recorded on our complaints record

### Investigation Procedure

Following initial review of the complaint by the Manager/s/Registered Person, confidential interviews will be conducted with all parties concerned and logged.

In the event of a complaint that relates to safeguarding, procedure will be followed in accordance with the Surrey Safeguarding Children Board policy.

All other complaints will be reviewed by the Manager/s and the Registered Person and appropriate actions taken.

- We will provide a summary on request to any parent/carer.
- We will provide an account of the complaint to the parent concerned within 28 days.
- We will retain these records for 10 years, and they will be available to Ofsted at any time.

At any time the Complainant can discuss the issue further with our Regulator, Ofsted

### Contact Details:

Nursery Manager/s – Alexia Thornton/Carly Clark

Phone: 01483728276

Or write to: Golden Owls Day Nursery, Goldsworth Primary School, Bridge Barn Lane, Woking, Surrey, GU21 6NL

Registered Person – Goldsworth Primary School (Acting Head teacher Gill Kozlowski)

Phone: 01483 771321

Or write to: Goldsworth Primary School Bridge Barn Lane, Woking, Surrey, GU21 6NL

Regulator – Ofsted

Phone: 0300 123 4666

Or email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

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### **Staff/Volunteer Signatures**

Please sign the table below to agree that you have read and understood this policy. If you have any further questions regarding information in this policy, please speak to your line manager or the policy author.