

Busy Bees Policy on complaints

It is clearly of paramount importance that Busy Bees should run smoothly and that parents/carers and staff work together in a spirit of cooperation in the child's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed.

- If a parent/carer feels that he/she has a cause for complaint they should either speak to a qualified member of staff or the manager/deputy manager.*
- When a complaint has been made to the staff the manager/deputy manager should be informed immediately.*
- The manager/deputy manager will respond to any complaints as quickly as possible. They will talk with the staff and parents to overcome the problem.*
- Complaints will be recorded and dated in the complaints book.*
- After a complaint has been resolved the final outcome will be written in the complaints book. Any recommendations for changes in the procedure will be made and noted in the complaints policy.*
- It is clearly understood that parents have the right to contact OFSTED after talking with the nursery staff if they feel they have not received a satisfactory response to their complaint.*
- Complaints by a member of staff will be dealt with by the manager/deputy manager.*

To make a complaint to OFSTED call: 0300 123 1231

*Or write to: The National Business Unit,
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD*

For more information about OFSTED visit www.ofsted.gov.uk/parents

*This policy was adopted by the managers and staff, and updated on 31st March 2014
Signed on behalf of Busy Bees Nursery School*

“Our setting is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment”.

