



Stepping Stones

Complaints Procedure

EYFS Requirement

This policy has been written in line with the Early Years Foundation Stage Safeguarding and Welfare requirements (section 3.73)

Related Policies

Confidentiality Policy
Child Protection Policy
Whistleblowing Policy

Legislation

Working together to Safeguard Children 2013
Children Act 1989
Children Act 2004 (Every Child Matters)
Children Act 2006
Data Protection Act 1998

Introduction

It is of paramount importance that Stepping Stones Day Nursery runs smoothly and that parents/carers and staff work together in a spirit of co-operation in the children's best interests. All complaints will be investigated, treated seriously and with respect. The complainant will be notified of the outcome within a maximum of 28 days. All complaints and any outcomes will be recorded.

Should you need to make a complaint, this is what you should do:-

- Complain directly to the person against whom you have a grievance or you feel should be able to deal with the complaint.
If this is not possible, or you feel you cannot do this then:-
- Speak to the room leader
If this is not possible, or you feel you cannot do this then:-
- Speak to the Nursery Manager or the Owner
If this is not possible, or you feel you cannot do this then:-
- Contact OFSTED
- Our Ofsted registration number is 303706 and the address and telephone number of our regional centre is:

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD

Ofsted complaints line: 0300 123 3155 (8am-6pm)

Email: enquiries@ofsted.gov.uk

Action may result in exclusion from the nursery, suspension and investigation of staff, termination of contracts with outside agencies/businesses or legal action.

This policy was reviewed in; May 2014

Signed on behalf of the setting; (Caroline Betts) Signature.....

Date for review; May 2015