



## *Complaints Policy*

Apple Blossom Nursery aims to work in close partnership with all parents to meet the needs of their children. We welcome suggestions from children, parents and members of the community in order to improve our nursery.

If there is any aspect of our service you are not happy with please bring it to our attention as soon as possible. You can book a meeting with the manager at any time. We appreciate the chance to hear what others think and see the process as a positive and constructive way to evaluate and make improvements. Every effort will be made to resolve any issues through frank and open discussion.

Most complaints can be resolved informally by talking through any concerns. If the matter is not resolved satisfactorily after 2 weeks from raising the issue, or the issue reoccurs, then another meeting should be requested and further adults such as partners, members of staff, or a mediator can be brought in to help resolve the issue. The meeting will then be documented in an agreed record of discussion with agreed actions.

If you prefer, you can put the complaint formally, in writing or by email to us. We have a mandatory duty to fully investigate all complaints. Depending on the nature of the complaint, the pre-school manager will investigate it or it will be passed on to Ofsted to investigate. Complaints will be treated sensitively. You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

We will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. We will record the following:

Name of person making the complaint.

The area of welfare requirement to which the complaint relates.

Nature of the complaint.

Date and time of the complaint.

Action taken in response to the complaint.

The outcome of the complaint investigation (for example, ways the service has improved).

Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

Records will be kept for a minimum of 3 years.

If the complaint cannot be resolved, having followed the procedures above then Ofsted can be contacted by the parents/carers or nursery directly.

**Contact:** [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Tel:** 0300 123 1231

Name of person making the complaint.

Date and time of the complaint

The area of welfare requirement to which the complaint relates.

Nature of the complaint.

Action taken in response to the complaint.

The outcome of the complaint investigation (for example, ways the service has improved).

Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

Signed:

Date: