Complaints Procedure

At Auckland House Day Nursery, we aim to provide the highest standards of care and education for all children. We believe that all parents/carers and children should be treated courteously and with respect and that prompt and careful attention should be given to their needs, wishes and concerns.

In order to achieve this, we will: -

- Treat all children and parents/carers with courtesy and respect at all times.
- Expect parents/carers to treat staff, students and volunteers with courtesy and respect at all times.
- Deal promptly with any concerns raised by parents/carers about their child's care and education.
- Make every attempt to resolve concerns and complaints informally.
- Fully investigate any complaints in respect of the nursery.
- Welcome suggestions that may improve any aspect of the services that we provide.

Should the manager feel that anytime that the complaint has any safeguarding issues concerning you or your child or any other child within the nursery then the appropriate advice will be sought immediately, as per the Auckland House Day Nursery Safeguarding policy.

Following the formal response given to the child's parents/carers, the manager will arrange to meet and discuss the nurseries response to the complaint. If the parent/carer is dissatisfied with the outcome of the meeting then the parent/carer can submit a complaint to the "registered person" for the nursery, who will then act as a mediator to resolve the complaint. They will produce a response within 28 days which will detail the recommendations.

OFSTED

Parents and carers can at any time submit a complaint to OFSTED regarding any respect of the child's care and education in the nursery. We would hope that our open-door policy and our commitment to open and regular dialogue with parents/carers that it is often possible to resolve any concerns informally.

OFSTED Contact Details:
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: - enquires@ofsted.gov.uk
Telephone:- 0300 123 4234– 8am to 8pm Monday to Friday

Policy Written By: A Gregory
Date: May 2026
Approved By: N A Collins
Review Date: April 2027