

**Complaints by parents**

Parents are informed of the nursery complaints procedure when they enrol their child at Daisy Chains and is available on the daisy Chains website. This gives full details of how to make a complaint if parents are not satisfied with any aspect of their child’s care at Daisy Chains. In addition to this, a copy of Daisy Chains parents complaints procedure is displayed on the parents notice board and a poster displaying Ofsted telephone number is displayed on the wall in the hallway for all parents to see.

In the event of a parent or other person making a complaint, the staff memberwho receives the complaint must inform the person in charge who will speak to the complainant as soon as possible.

The person in charge should write all complaints in the Complaints File and should document the investigation into the complaint and any remedial action taken. The record of the complaint should be linked to the standard of child care it relates to and also the area within the Early Years Foundation Stage, Every Child Matters framework.

The Complaints file is available for officers of Early Years OFSTED to see if they request this.

Should the complaint not be dealt with to the satisfaction of the complainant, an appointment should be made for them to speak to the nursery owners.

If the outcome is still not satisfactory to the complainant they may take their complaint to enquiries@ofsted.gov.uk

Telephone No: **0300 123 1231**

Concerns may also be recorded by managers in the complaints file. These may be incidents where parents have raised an issue or concern with the management but it has not been considered a complaint.

All records of complaints are seen by the Ofsted inspector during Ofsted inspections and are kept for 3 years.

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| **This policy was reviewed on** | **Nursery Staff Signature** | **Date disseminated to staff** | **Date for review** |
| September 21 |  |  | September 22 |