

## Nursery Complaint Policy

Complaints will ideally be dealt with within the Nursery.

We foster and encourage good working relationships between parents and staff. Most problems can be dealt with at an informal level. Many complaints are the result of a lack of understanding or information sharing of the nursery policies and procedures, therefore as part of our partnership working we will ensure parents / carers understand and agree to our policies and procedures prior to accepting a place at Unity Nursery.

When a concern or complaint has arisen the initial point of contact is the child's key person.

If the parent/carer feels they cannot approach their key person they can speak to the Nursery Manager on 01253 355493 or call in to speak to her directly.

***We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.***

If a problem cannot be resolved through discussion then it is necessary to:

- 1) Put a written complaint in to the Nursery Manager Jenny Burgeen or Assistant Headteacher, Kelly Shaw. The complaint will be discussed with all members of staff and evaluated. The parent will be informed of the outcome within 20 working days.
- 2) Should the matter still not be resolved a written complaint can be made to the Headteacher at Unity Academy Blackpool, Mr Stephen Cooke.
- 3) In some circumstances, it may be necessary to take the matter further. Complaints can be passed on to OFSTED's Early Years Directorate, who have a duty to ensure a full investigation of the complaint followed by appropriate action.

If the outcome reached by all of the aforementioned is unsatisfactory then you may contact Ofsted:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Helpline: 0300 123 1231

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

Other helpful contacts :

**Blackpool, Wyre and Fylde Directory**

[www.fyidirectory.co.uk](http://www.fyidirectory.co.uk)

**Tel: 0800 092 233 - 9am to 5pm Monday to Friday**

**Email [fis@blackpool.gov.uk](mailto:fis@blackpool.gov.uk)**

An Ofsted Parent information poster regarding complaints is also located by the reception desk.