



## The Under 5's Project

### Buttercups & Daisies

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## Complaints Policy

At the Under 5's Project we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery.

### **Making concerns known**

A parent who is uneasy about any aspect of the group's provisions should first talk over any worries and anxieties with Sarah Carr the Manager, or Ella Carr the Co/Deputy Manager.

The Manager will then investigate the complaint and complete a complaint form, informing the management committee, if appropriate. The parents/carers will receive a copy of the completed form.

If this does not have a satisfactory outcome within 14 days, or if the problem recurs, the parent should put the concerns or complaint in writing and request a formal meeting with Sarah Carr.

Parents/Carers may have a friend, relative or partner present if required and an agreed written record of the discussion will be made.

Most complaints should be resolved informally or at this initial stage.

### **Unresolved Complaints**

If the matter is unresolved to the parents' satisfaction, the parents should again contact Sarah Carr.

If parents and Sarah cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff within the nursery school will be available to act as mediator if both parties wish.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. She/ He will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice, she/he has given.

If the complaint is about the **Manager**: Sarah Carr, the complaint will be passed over to the management committee who will follow the steps laid out in this policy.

**Complaints will be filed for ten years.**

### **OFSTED involvement**

If the complaint is still not resolved a parent has the right to contact the Ofsted helpline.

Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action, which was taken, as a result of each complaint.

Ofsted helpline - **0300 123 1231**

**Ofsted  
Piccadilly Gate  
Store Street, Manchester  
M1 2WD**

We believe that most complaints are made constructively and can be sorted out at an early stage.

It is in the best interests of the nursery and parents that complaints are taken seriously and dealt with fairly and in a way that respects confidentiality.