



## Complaints Procedures and Policy

Setting's Name:

Morning Star Nursery – Eldon Road

Date Last Reviewed:

06<sup>th</sup> November 2024

Date of Next Review:

06<sup>th</sup> November 2025

In the event of a complaint the following procedures are to be implemented: Establish whether the complaint contains any criminal allegations. If, so, simply complete complaints form and inform the appropriate agency so that investigation can be commenced.

Other forms of complaint may simply involve a matter of procedures, or some other aspects of day to day care. These often come in the guise of a comment. Such complaints are usually easy to resolve, and it is often best to do this by way of informal discussion.

The complaints form should still be completed and the actions and agreements between the parties recorded as appropriate.

Should it not be possible to resolve the matter informally, the complaints form should be completed showing why informal resolution was not possible. The matter should be then dealt with by way of letter, outlining details of the complaint and the actions taken to avoid a recurrence. If necessary, an apology should be issued.

If the complaint is still unresolved the complaint is to be referred to the appropriate authority or agency so that the matter can be dealt with at that level.

Ofsted  
The National Business Unit  
The Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

All complaints forms are to be kept for a period of at least 5 Years.

## **Complaints Policy**

### **Information for Parents**

We have a clear complaints procedures and policy. If you have any complaints regarding our services, the following procedures will be adopted.

If the complaint is of a criminal nature, we will make a record of it and inform the appropriate authority, for investigation.

Should you have any concerns about the day to day care of your child please speak to us. It is often best to perhaps telephone us in the evening when things have quietened down and we can give you full attention. Most matters are easily resolved by way of an informal chat. In such cases we would make a written note of the details and actions taken.

Matters that cannot be resolved verbally, we would investigate further and write to you outlining the details of our investigation and any action taken.

If we are still unable to resolve the matter, you would have the option of making a formal complaint to our regulatory body, Ofsted. Just ask us for their address and we will supply you with it. Please do remember that we would far prefer to amicably resolve any of your concerns without reference to Ofsted.

**At Morning Star - Eldon Road we will investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.**