



At Foxglove Violet Hill, we believe that children and parents are entitled to expect courtesy, prompt and careful attention to meet their needs and wishes. We welcome suggestions on how to improve our nursery and will give serious attention to any concerns. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. We aim to bring all concerns regarding Foxglove Violet Hill to a satisfactory conclusion for all of the parties involved.

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the children's best interests. In the event of complaints from either staff or parents, the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should either speak to the Principal, Deputy Principal or a qualified member of staff.
- Where a complaint is made to a qualified member of staff, the Principal should be informed immediately.
- The Principal will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the Complaints Book.
- After a complaint has been resolved, the final outcome will be written in the Complaints Book. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- Complaints by a member of staff will be dealt with by the Principal immediately.
- In the absence of the Principal, complaints will be dealt with by the Deputy Principal following the Complaints Policy.
- OFSTED will be informed by the Nursery of any complaints.
- Outcomes of any written complaints related to EYFS welfare requirements will be responded to within 28 days.

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It is clearly understood that parents have the right to contact OFSTED if they feel they have not received a satisfactory response from Nursery staff to their complaint. OFSTED can be contacted at:

OFSTED
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

The OFSTED Complaints telephone number is: 0300 123 4666

Signed for and on behalf of Foxglove Violet Hill

Lindsey Harvey (Principal) :

Date :

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