



## **COMPLAINTS PROCEDURE**

### **STATEMENT OF INTENT**

At Monkey Puzzle Day Nursery, we aim to ensure that any complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint.

We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment and so we need to know as soon as possible if there is any cause for dissatisfaction. Parents should never feel that making a complaint will adversely affect any child or his/her opportunities whilst at the nursery.

The investigation of the complaint should be completed within 28 calendar days of the written complaint being received unless there are extenuating circumstances.

### **PROCEDURE**

Monkey Puzzle Day Nursery will keep a record of any complaints along with a summary log of all complaints. The log will be made available to parents as well as to Ofsted inspectors upon request.

When a concern has been raised about any aspect of the child's care, Monkey Puzzle Day Nursery follows the following procedure:

#### **First stage:**

In the first instance, any concerns should initially be discussed with the child's key person or room leader. Wherever possible this should be done on the day the concern arises so that it can be dealt with promptly. The staff member dealing with the concerns will make every attempt to resolve the situation.

#### **Second stage:**

If you feel the matter is unresolved and parents are still concerned, they should discuss their concerns with the Nursery Manager.

The Nursery Manager will fully investigate the complaint and make every attempt to resolve the matter with the parents. The Nursery Manager will then carry out an investigation and respond in writing within 10 working days from receiving the complaint.

#### **Third stage:**

Where a parent believes that their complaint has not been resolved they have a right to appeal. The complaints should be made in writing to The complainants will be notified of the outcome of the investigation within 28 days of the nursery having received the complaint.

If the concerns are about the Owner, please contact Monkey Puzzle Day Nurseries Ltd Head Office on 01442 878887.

Any complaints relating to Safeguarding issues will be referred to Helen Kundra DSL

Where parents do not believe the complaint has not been resolved they can raise this with Ofsted via email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or telephone 0300 123 1231.

All paperwork with regard to complaints to Ofsted will be kept by the nursery for three years.