

## Making a Complaint Southville Day Nursery

We aim to offer a 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 and we welcome suggestions on how to improve our nursery at any time.

### Making concerns known

- Staff are available to parents upon drop off and collection if a parent has any worries or questions.
- A parent, who is still uneasy about any of the nursery provision, can talk over any worries and anxieties with a member of the management team.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to the manager. (If the complaint is concerning the manager then the letter to be addressed to the Nominated Individual as below.) Most complaints can be resolved informally or at this initial stage.
- If the matter is not resolved to the parent's satisfaction, the parent may contact the Nominated Individual, Jemma Maslen, by writing to her at the following address:

Jemma Maslen  
Nominated Individual  
Elim International Centre  
De Walden Road  
West Malvern  
WR14 4DF

Please mark all correspondence 'Private and confidential' and make it clear in all communications the nursery to which you are referring.

The role of the Nominated Individual is to represent the Registered Person and act on behalf of them. The Registered Person for Southville Day Nursery is Elim Foursquare Gospel Alliance (RP250159)

We believe that it is the best interests of the nursery and parents that complaints should be taken seriously and with fairness, in a way that respects confidentiality.

It is our policy to make sure complaints are dealt with and any action or findings are acted upon, within 28 days of the date of the complaint being made and shared with complainant. The complaint and investigation will be documented on the Complaints record paperwork and held within the OfSTED file.

### The role of the registering authority

In some circumstances, it will be necessary to bring in the registration and inspection unit (OFSTED), who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and nursery would be informed to ensure a proper investigation of the complaint followed by appropriate action.

You may also put your complaint in writing and post it:

OfSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD Tel: 03001231231 [www.ofsted.gov.uk](http://www.ofsted.gov.uk)