



Complaints Policy

We work hard at Bertrum House Nursery to ensure that parents and carers are kept well-informed of Nursery policies and procedures at all times. We aim to create a positive and harmonious atmosphere in which all members of the Nursery community can effectively communicate and co-exist. Despite our best efforts, there may be situations in which parents or carers are unhappy with an outcome and this policy serves to support them in finding resolution to their concern or complaint:

Guidance for Parents

- Most complaints can be quickly resolved and informally by talking to the teacher or member of staff concerned. To do this you can contact the Nursery to arrange a time to meet with the person concerned to discuss the problem.
- If you cannot resolve the matter directly with the person concerned, you should take it up with the Headteacher. Again, you should do this by contacting the Nursery and arranging an appointment. The Headteacher may ask you to put your concerns in writing and ask to see them in advance of the meeting so that they are able to look into the matter before the meeting. *(This meeting will take place within five working days, excluding school holidays, after the Headteacher has been made aware of the complaint).*
- If you want to make a formal complaint, a Complaints Form must be filled in and returned to the headteacher.
- If you do not discuss the matter with the Headteacher, it is not normally possible to proceed further with the official complaints procedure. In this circumstance, you should also put your complaint in writing, stating the reasons why you have not discussed it with the Headteacher and send it to the Nursery Manager, via the Nursery Office.
- In a very small number of cases, the matter may not be resolved even with the involvement of the Headteacher.
- When this happens the complaint should be put in writing for the attention of the Nursery Manager, Pari Lake. It will be passed on to her via the Nursery Office. It is helpful to say what the problem is, what you want to happen and to provide information on any relevant communication with us on the subject, for example, any reference to conversations, letters or emails (times and dates are useful if you have this information)
- The Nursery Manager will then contact you (within ten working days, excluding the school holidays, of receiving the written complaint). If it is not possible for the Nursery Manager to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom.



- A written record will be kept of all complaints and this will indicate at which point they were resolved e.g. preliminary or panel meeting stage. All correspondence, statements and records will be kept confidential.
- Ultimately, if you are not satisfied with the process of the investigation, (not the outcome) you can complain to Ofsted (Tel: 020 7710 9900) in the event you feel that the Nursery Manager has not reasonably exercised her functions.

Date written: September 2023



Complaints Form

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Please give details of your complaint:

What action, if any have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?)



What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Office use only:

Date acknowledgment sent:

By whom: