



# The Lloyd Williamson Nurseries

## Complaints Policy

2021 – 2022

We encourage parents and carers to tell us how we are doing! By listening, we are able to evaluate and improve the quality of service we offer. In the event of any parent/carer being unhappy about the care their child/children is receiving or if there is any other reason for concern, parents/carers should, in the first instance, raise the matter with the child's key-worker. They will be happy to discuss matters with you and address them where possible. If you are still not satisfied and feel your concerns are not being addressed, please speak with the Director or Nursery Manager. An appointment can be made by contacting the Office. We aim to talk to or meet with parents within 48 hours for a meeting and within 12 hours for a phone discussion/email.

**Once we receive a complaint:**

In the event that a concern cannot be solved at the first meeting we will investigate the matter – this usually will include speaking to any member of staff concerned, any witnesses. A suggested time limit will be given in which feedback to the parents will be made. Once we have investigated as fully as possible we will report back to the parents with suggestions for resolution/policy changes etc.

**Who can make a complaint?**

Anyone who uses the services.

**What might you complain about?**

- Dissatisfaction with our services
- Concerns about the conduct of a member of staff
- If you see or hear something that worries you

**How can you voice your concerns?**

Talk to the member of staff involved. Sometimes a misunderstanding can be sorted out quickly. Talk to the Nursery Manager and/or Director. Should you feel that your complaints have not been dealt with you may follow the procedure below to make a formal complaint. To make a formal complaint please write down your concerns and state that you wish to make a formal complaint. If you prefer not to make the complaint formal, you may also request an informal meeting to discuss your concern. All written formal complaints will be recorded in a central complaints file with details of the outcomes.

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2. Should the response of the Director or Nursery manager not suffice, parents may request that their complaint be reviewed by a panel of three people involved with the school but not directly involved in the matters detailed in the complaint. Parents may attend this meeting and be accompanied by a representative of their choice. Any recommendations

made by the panel will be passed to attendees of the meeting and to those directly involved in the complaint. The Director will amend any policies and future practice as necessary.

3. Records of formal complaints and how they were resolved will be kept at the nursery.
4. Should parents feel that the response of the nursery has not been adequate, they may contact OFSTED. There is a detailed complaints procedure published on their website and they can be contacted on: 0845 601 4772.

**Updated August 2021**

**Lucy Meyer**  
***Director***