



## **Complaints Procedure**

It is the aim of Phoenix Childcare to provide a safe and happy environment, where children feel secure and valued in their play and learning. In order for us to achieve this, we intend to work very closely with parents and carers, respecting and valuing their opinions.

We appreciate however, that despite all best intentions and evidence of good practice, there will be the occasional circumstance where parents/carers may wish to raise a cause for concern or lodge a complaint.

All complaints will be taken very seriously.

It is hoped that because of the close relationship between the nursery staff and parents, less serious issues will be dealt with through friendly one-to-one discussions with the child's Key Person. The member of staff will then inform the Room Supervisor or Senior Practitioner as soon as possible.

In more serious cases the parent is invited to speak to the Room Supervisor directly and in private. The Room Supervisor will report back to the Nursery Managers, and a written record will be made at this stage.

If the parent feels that they still have a grievance, they will be invited to speak to one of the Nursery Managers in private. The manager will take responsibility for appropriate and prompt action, including disciplinary measures if deemed necessary. Feedback will be given to the parents within 28 days. The manager will keep a written record of a) the nature of the complaint b) who made the complaint c) response and follow up, including dates.

If the parent continues to be concerned, they can contact OFSTED:

[enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)  
0300 123 4666

We will provide OFSTED, on request, with a written record of all complaints made during a specific period, and the action that was taken as a result of each complaint.

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