

University of Warwick Nursery

COMPLAINTS PROCEDURE

The University Nursery is committed to providing to all its users a high quality service which will be managed efficiently and which will be publicised with clarity and precision. We strive to deal with all users in a manner which is fair, efficient and courteous, and within the letter and spirit of the University's equal opportunities policy

If a parent/carer has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise this issue with either a member of staff or the manager of the Nursery. If the parent/carer feels unable or unwilling to raise the matter in this way they should approach Hannah Friend, the Director of Wellbeing and Safeguarding Hannah.friend@warwick.ac.uk

Issues raised will be dealt with within the following appropriate framework.

- A matter relating to an individual child should be discussed between the child's parent/carer and the Nursery Manager.
- Should the matter not be resolved, the issue will be brought to the attention of the Director of Wellbeing and Safeguarding who will, if necessary, meet with all parties involved.
- If the matter raised concerns a general or policy issue, again it should first be raised with the Manager of the Nursery, who will address the issue in discussion with the staff and, if appropriate, the Director of Wellbeing and Safeguarding.

At all points throughout these processes the parent/carer will be kept informed of any progress. A log of the complaint will be kept in the Complaints Log Book, which is held in the nursery office. Any parent may request to see this log at any time. Any complaint will be investigated and responded to within 28 days.

At any time a parent may prefer to raise a complaint with Ofsted. They can do this by contacting the following address:

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

It should be noted however that Ofsted will only investigate complaints where there is a failure on the part of the setting to meet the statutory requirements of the [Early Years Foundation Stage Statutory Framework](#)