



CHESTNUT NURSERY SCHOOL LIMITED- COMPLAINTS POLICY

Our Complaints Policy is issued to all families as part of the registration process, and it is also available on our website.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the local authority.

Why should you express your worries and concerns?

Parents/carers and their children sometimes have worries about aspects of nursery life. These concerns may be to do with behaviour and codes of conduct or matters to do with teaching and learning or the way nursery is organised. Sometimes the worries relate to things outside of nursery which can affect life in the classroom. We realise that during these incidences it can be upsetting for all parties concerned however Chestnut Nursery School will not tolerate any verbal or physical abuse towards our staff when concerns are being expressed.

How can you express a worry or concern?

The important thing to remember is that we need to know at the earliest opportunity if there are concerns. In the first instance it is usually the person in charge of the class who can best deal with the problem, although there may be situations where the manager would need to discuss the matter with the parents/carers. The aim is to help put parents' minds at ease and experience shows that nearly all concerns raised by parents/carers can be dealt with quickly and efficiently through an informal discussion. This helps everyone to understand the concern and agree a strategy to resolve the concern.

Billing, Nursery Fees, or Early education complaint

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way please raise this directly to Chestnut Nursery School finance team via email at Finance@chestnut-nursery.com. If you feel that your complaint is not being dealt with correctly then this can be escalated to Early Years and Childcare

Norfolk - earlyyearsfinance@norfolk.gov.uk (FAO. Su Rushbrook / Jo-anne Lamb)

London Borough of Barking & Dagenham - fis@lbbd.gov.uk.

Newham - edu-Nurserygrant3-4@newham.gov.uk

Cambridge – please call 0345 045 5200 or access our website Feedback policy for compliments, complaints and suggestions - Cambridgeshire County Council for details on our complaints procedure.

Redbridge - Full details of the London Borough of Redbridge Complaints Procedure can be viewed on www.redbridge.gov.uk/complaints. Complaints around the entitlements should be submitted as a 'Children's Services' complaint.

When does a worry or concern become a formal complaint?

There are rare and usually much more serious situations when a parent/carer may not be satisfied with the way that the nursery is dealing with a problem. When this point is reached, and all other avenues have been exhausted everyone needs to have a clear procedure to follow and the concern becomes a formal complaint.

Procedures for expressing a concern or arriving at the stage of making a complaint:

Chestnut Nursery School will investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

1. Informal Stage

Expressing the concern formally to the person in charge of the class or the manager. Usually this informal approach resolves the worry but may involve further discussions. If this does not result in a satisfactory outcome, then we follow stage 2.

2. Formal Stage (with manager)

A written explanation of the concern is made to the manager, who will investigate the matter and meet with the parents/carers raising the concern. The manager will report with an assessment of the situation for the parents/carers to discuss and consider. If this does not result in a satisfactory outcome, we follow stage 3.

3. Formal Stage (with Senior Management Team)



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You can now escalate your concern to the Senior Management Team. If your concern involves the manager, you can progress to the stage directly after stage 1.

4. Formal Stage (OFSTED)

The formal complaint may be sent to Ofsted who will appoint an officer to handle the investigation.
Contact Ofsted on 0300 123 4666