



## Complaints Policy

This policy represents the agreed principles for complaints throughout the Nursery. All Nursery staff, representing Jack in the Box Nursery have agreed this policy.

At Jack in the Box Nursery School we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### **Making concerns known**

A parent who is uneasy about any aspect of the group's provisions should first talk over any worries and anxieties with **Nicky Hobson**

If this does not have a satisfactory outcome within 28 days, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the nursery owners. Both parents and owners may have a friend, relative or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage.

If the matter is unresolved to the parents' satisfaction, the parents should again contact the owners. If parents and owners cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the nursery school will be available to act as mediator if both parties wish.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. She/ he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given.

Complaints will be filed for three years.

### **The role of the registering authority**

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In some circumstances, it might be necessary to bring in the local authority registration inspection unit, who have a duty to ensure laid down requirements are adhered to and with whom Jack in the Box Nursery School works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and Nursery would be informed and a development worker would work with Children's Schools and Families to ensure a proper investigation of the complaint followed by appropriate action.

### **OFSTED involvement**

A parent has the right to contact the Ofsted helpline if they so desire. Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken, as a result of each complaint.

There are several local officers who represent the Hertfordshire area you can contact them on: 03001231231

The address is: Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way, that respects confidentiality.

**This policy was adopted by the managers and staff in April 2017**

**Signed on behalf of Jack in the Box**

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