

## **Nursery Compliments, Comments and Complaints Policy**

If parents/guardians have any compliments, comments or complaints about the service provided, our nurseries and Berkshire Healthcare NHS Foundation Trust are always happy to discuss them. The Nursery Manager/Deputy will log these observations in the compliments, comments and complaints book.

Our nurseries welcome constructive criticism and any comments on the way that the nursery runs will be used for future development plans.

Compliments are always welcome and will be fed back to the members of staff to whom they are most pertinent.

Complaints will be dealt with swiftly and confidentially. The following procedure will be followed at all times and by all staff when receiving a complaint from a parent/guardian.

The parent/guardian will be asked to discuss the complaint with the Nursery Manager or in the absence of the manager, the Deputy Manager in a private meeting. If the complaint is of a serious nature parents/guardians will be asked to put it in writing to the Nursery Manager if they have not already done so. The Nursery Manager / Deputy Manager will complete the Ofsted 'provider complaints record sheet' which is anonymous and will be kept in the Complaints File for Ofsted to view at any time. During this meeting it will be agreed how the matter will be dealt with and a timescale for doing this.

A complaint must never be ignored and will be dealt with as soon as possible. All complaints will be fully investigated, and a written report will be produced detailing the results if necessary. We will notify complainants of the outcome of the investigation within 28 days of having received the complaint. Parents will be kept fully informed as to the progress of, or actions taken regarding their complaint.

At this stage, should the complaint not have been dealt with to the satisfaction of the parent/guardian they may put their concerns in writing to the line manager for the nursery as follows:

Lee Owen-Macleod  
Nursery Area Manager  
Berkshire Healthcare NHS Foundation Trust

Email: [Lee.OwenMacleod@berkshire.nhs.uk](mailto:Lee.OwenMacleod@berkshire.nhs.uk)

Telephone: 07557 207429

Ofsted promote open and honest communication between nursery and parents/guardians and would encourage parents/guardians to approach the Nursery Manager with a concern in the first instance. However, if you feel that the matter has not been dealt with in a satisfactory manner, this is the information from the Ofsted website:

Ofsted's powers here are limited: we cannot resolve disputes between you and the provider. Our role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary.

To complain about a childcare provider, get in touch with us at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.

If you complain, we will review the information you provide and decide what to do. We may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues. However, we will not contact you to let you know the outcome.

You can find out more about our powers in '[Information for parents about Ofsted's role in regulating childcare](#)'.

Any written records regarding complaints and how they have been dealt with will be retained until the next inspection and will be available for inspection by Ofsted upon request.

Parents wishing to raise concerns about matters related to the funding of a universal or extended entitlement should, in the first instance discuss this with their provider and if they feel the matter is unresolved the parent may contact the Early Years for their nursery.

Slough – [eyfunding@slough.gov.uk](mailto:eyfunding@slough.gov.uk)

Maidenhead – [rbwm.earlyyears-childcare@achievingforchildren.org.uk](mailto:rbwm.earlyyears-childcare@achievingforchildren.org.uk)

Reading – [early.years@brighterfuturesforchildren.org](mailto:early.years@brighterfuturesforchildren.org)

**Our nurseries are totally committed to a policy of open and honest communication with all parents, at all times.**