



SOMERVILLE FEDERATION

Complaints Policy

Headteacher.....

Date.....

Chair of Governors.....

Date..... Review Date.....

Information and Complaints

Complaints Policy

The provider must take necessary steps to safeguard and promote the welfare of children- EYFS legal requirements

Aim of policy

To give parents the information to enable them to make a complaint or register a concern with regard to the care of their child.

Procedure

- If a parent has a complaint about the service we are providing, they are asked to speak initially to The Room Supervisor. If they do not feel confident, they can raise their complaint with The Assistant Head Teacher.
- Parents will be asked to put their complaint into writing and will be advised that at any time they can contact Ofsted directly if the complaint relates to the statutory framework. The complaint will be recorded and a full written response will be provided within 28 days
- The complaint will be investigated by The Executive Head Teacher/Assistant Head Teacher and the nominated person acting on behalf of Wirral Children and Young People's Department will be informed.
- On completion of an investigation, if needed, an action plan to improve our service will be implemented.
- We will complete the complaints record and this will be available for parents to view in Somerville Nursery School. This record must be available to Ofsted when they inspect Somerville Nursery School.
- All complaints records must be kept for 10 years from the date on which the record was made.
- We will see concerns and complaints as a tool to enable Somerville Nursery School to improve the service we provide.
- The address of Ofsted is :

**Piccadilly Gate
Store Street
Manchester
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Telephone No. 0300 123 1231**