Complaint Procedure

Safeguarding and Welfare Requirements / 3.70, 3.74, 3.75

Your views count – if things are going well, we would love to hear about it, a telephone call or a note will let us know we have got things right! If things start to go wrong, let a member of staff know straight away. If you have a worry or comment, we assure you that your views will be taken seriously.

In the first instance, you should contact your child's key person, face to face, or by telephone or letter. They will do their best to solve your enquiry and will assure you that all comments will be treated confidentially, and if shared this will be in line with data protection legislation.

If you are not happy with this response you should contact the setting manager, in person, email, or by telephone or letter, who will investigate the complaint.

If you still have concerns, please put the issue in writing to:

Tracey Elliott-Hobson and Sarah Emms,
Skylark Day Nursery,
Murray Street,
Falsgrave,
Scarborough,
YO12 5AB.

Email: admin@skylarkdaynursery.co.uk

Ofsted URN: EY 2557078

Skylark Day Nursery will send you an acknowledgement letter or email within three working days, advising you that the complaint has been received.

The acknowledgement letter will contain the name of the employee who will be investigating the complaint and give a date by which you should receive a written response. The complaint should be investigated, and a written response sent to you within ten working days. This exceeds statutory requirements.

The setting has a procedure for dealing with concerns and complaints from parents/ carers and keeps a written record of complaints and their outcome. We investigate all written complaints relating to the requirements and notify

complainants of the outcome of the investigation within 28 days of having received the complaint.

We provide Ofsted, on request and where necessary, in line with our safeguarding and child protection procedures, with a written record of all complaints made during any specified period and the action that was taken as a result of the complaint.

If you remain dissatisfied at any time during the investigation, you may then take the issue to Ofsted:

Postal Address: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231

Email: enquires@ofsted.gov.uk

We place great value on working in partnership with parents/carers and it is our belief that this is not only good childcare practice, but also essential for the wellbeing and development of all our children.