

Complaints and Compliments

Aston University Nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. In case of a complaint relating to child protection please refer to the Safeguarding Policy. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below.

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning and development provided by the nursery they should in the first instance take it up with the child's key person or the Room Leader for the room.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be passed to the Nursery Manager or if not available the Deputy Manager. The Manager/deputy will investigate the complaint and report back to the parent within three working days. If for whatever reason the investigation will take longer than three days the parent will be informed of the reason for the delay and will be provided with a date for when the feedback will be provided.

All complaints will be fully documented with details of the nature of the complaint and any actions arising from it.

Stage 3

If the matter is still not resolved, a meeting will be held between the manager, parent and the senior member of staff to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Parents also have the right to forward the complaint to Mike Kirkman, Director of Sports, Security and Nursery Services.

Stage 4

If the matter cannot be resolved to their satisfaction or do not feel able to follow Stage 1 - 3, then parents have the right to raise the matter with Ofsted.

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will only be accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact Details

Nursery Room Leaders:

Acorn Room – Charlotte Ebanks
Maple Room – Diane Berrow
Willow Room – Alisha Tariq
Oak Room – Harpreet Sokhey

Deputy Nursery Manager – Dionne Ruddy, 0121 204 5249

Nursery Business Manager – Donna Cooper, 0121 204 4677

Director of Sport, Security and Nursery Services – Mike Kirkman, 0121 204 4624

Ofsted

Telephone Number – 0300 123 1231

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
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M1 2WD

Internal use only

This policy was adopted on	May 2022
Signed on behalf of the nursery	
Date disseminated to staff	
Date for review	May 2023