



Auden Place Community Nursery  
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<p><b>EYFS: The Safeguarding and Welfare Requirements</b> <b>3.74 &amp; 3.75</b></p>
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## **Child Protection**

### **3a.9 Making a Complaint**

#### **Policy Statement**

- Auden Place Community Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.
- We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the nursery.
- We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.
- We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

#### **Procedures**

All settings are required to keep a 'summary log' of all complaints that reach Stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors on request.

#### *Making a complaint*

##### **Stage 1**

- Any parent who has a concern about an aspect of the nursery's provision should initially raise their concerns with the nursery manager.
- Most complaints should be able to be resolved amicably and informally at this stage.

##### **Stage 2**

- If Stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent moves to the next stage of the procedure by putting their concerns or complaint in writing to the nursery manager. If the complaint regards the manager, the parent should go directly to Stage 3.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints. This can be found in the Appendix. The form may be completed with a member of the management team and signed by the parent.
- The nursery stores written complaints from parents in a designated complaints folder.
- When the investigation into the complaint is completed, the nursery manager meets with the parent to discuss the outcome.



- If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### Stage 3

- If the complaint concerns the nursery manager, or the parent feels that the manager has not dealt with their complaint to their satisfaction, then they can raise it directly with the Management Committee.
- This should be done in the form of a letter addressed to 'The Management Committee' and marked 'Confidential' and handed in to the nursery office or emailed to [themc@audenplace.co.uk](mailto:themc@audenplace.co.uk).
- The Management Committee will then arrange for an investigation of the matter. The parent can expect a written response from the Management Committee within 2 weeks, after which they will either be informed of the results of the investigation (including any actions taken) or provided with a reasonable time frame in which to expect the results of further investigation by the Management Committee.

#### Stage 4

- If the parent is not satisfied with the Management Committee's response the next step is to discuss their complaint directly with the Chair of the Management Committee, who will explain the reasons for particular actions taken. The Chair can be contacted via email at [themc@audenplace.co.uk](mailto:themc@audenplace.co.uk) or by letter addressed to the 'Management Committee Chair' and marked 'Confidential' and handed in to the nursery office.

Auden Place Community Nursery is an Ofsted-registered childcare provider, a registered charity (Charity Commission) and a limited company (Companies House). It is the right of parents at any time to address a complaint directly to these organisations about the childcare services provided by Auden Place Community Nursery. We would of course encourage you to follow the complaints procedures detailed above in the first instance, but this is in no way compulsory.

You can write to:

Complaints, Investigation and Enforcement Team  
Ofsted Early Years  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone: 0300 123 1231  
Quoting our Ofsted Registration Number: 100615

Charity Commission  
Woodfield House  
Tangier  
Taunton  
Somerset TA1 4BL  
Telephone: 0845 300 0218  
Quoting our Charity Number: 1051093



Companies House  
Crown Way  
Maindy  
Cardiff CF 14 3UZ  
Telephone: 0870 333 3636  
Quoting our Company Registration Number: 3121769

*Records*

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

# APPENDIX



## AUDEN PLACE COMMUNITY NURSERY

### COMPLAINTS FORM

Please complete this form if you have an issue you would like raise with the nursery manager or Management Committee. Return it to the nursery in a sealed envelope addressed to the Manager or Management Committee, and mark it 'Private & Confidential', or email to [themc@audenplace.co.uk](mailto:themc@audenplace.co.uk).

You will receive a response as set out within our Complaints Policy.

DATE	PARENT NAME	CHILD NAME	CONTACT NUMBER
DETAILS OF COMPLAINT			
Parent signature:		Print name:	