

Fledglings Day Nursery

If you have a concern about this setting

We aim to provide a high quality, efficient and accessible service to parents/ carers and children. At regular intervals the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time you may have a concern about some aspect of your child's care or the setting. Usually it should be possible to resolve any problems informally, as soon as they occur. If it is not possible to resolve your concern informally, we have a formal complaints procedure which must be followed and is set out below.

Stage One

If you have any concerns about your child's care or the setting, you should raise them with your child's key worker, room leader or manager as appropriate. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage Two

If you are still unhappy and your concern has not been resolved, then you should submit your complaint in writing. The setting will investigate your complaint within 10 working days. You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

Stage Three

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to Meryl Maluckyj, the Registered Person. We will acknowledge receipt of the complaint as soon as possible – within three working days – and fully investigate this stage of the complaint within ten working days. Investigations will be carried out by John Maluckyj, the Human Resources and Operations Manager. If there is any delay, we will advise you of this and offer an explanation. Again this

may involve asking you to attend a meeting which may be attended by other people involved. A written record of the meeting will be made. The registered person will be responsible for sending you a full and formal response to the complaint.

If you are still unhappy?

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

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

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Email: enquiries@ofsted.gov.uk
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