

DITTON EARLY YEARS CENTRE

Dundalk Road, Widnes WA8 8DF

Complaints Procedure

It is clearly of paramount importance that the centre should run smoothly and that parents and staff work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint, they should either speak to the head of the centre or the daycare manager.
- Where a complaint is made to the staff the head of centre or daycare manager should be informed immediately.
- The head of centre or daycare manager will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated on the Complaints Form.
- After a complaint has been resolved the final outcome will be written on the Complaints Form. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- It is clearly understood that parents have the right to phone Ofsted or the LEA after talking to the nursery staff if they feel that they have not received a satisfactory response to their complaint.
- Complaints by a member of staff will be dealt with by the head of centre or daycare manager and/or the LEA.