

## Support materials for Parents/Carers during a complaint procedure

We aim to bring all concerns about the running of Denton Island Nursery to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following concerns and complaints procedure.

To help us ensure we can fully and fairly investigate and act upon your concern or complaint please ensure that you:

- Have read the Concerns, Complaints and Compliments Policy and have asked for clarification on any point that you are unsure of;
- Co-operate with us in seeking a solution to your complaints/concern;
- Express your complaint in full as early as possible;
- Respond to us promptly regarding any requests for information or meetings or in agreeing the details of your complaint;
- Ask for any assistance you may need;
- Treat all those involved in handling your complaint with respect following our 'code of conduct' ;
- Understand that to fully investigate it may take time, but we will keep you informed about both a timescale and progress of the investigation;

**Ofsted:** The role of the Office for Standards in Education, Early Years Directorate.

You may approach Ofsted directly at any stage of this complaints procedure at the following address:

**The National Business Unit  
Ofsted  
The Royal Exchange Buildings  
St Anne's Square  
Manchester  
M2 7LA  
Tel: 0300 123 1231**

## Code of Conduct

We expect that at all stages of this process Nursery staff will treat you and your family with respect and courtesy, and in return we ask that you do the same for our staff team.

It is fair and right that you can express your concern, your dissatisfaction and your worries, however we ask that this is done in a confidential space, away from the children and that these matters are communicated in a calm and appropriate manner.