

**[Link to Statutory Framework for the Early Years Foundation Stage.](#)**

**Section 3. Complaints.**

**Complaints Policy**

Topsham House Day Nursery is committed to a continual review and development of our policies. Parental feedback, suggestions and constructive criticisms are welcomed.

If a parent/guardian wishes to make a complaint regarding the nursery, the staff or the care of their child then the complaints procedure should be followed.

1. A complaint may be made to the relevant Nursery Officer, Senior Nursery Officer, Deputy, Manager or Mrs Maxted.
2. Any complaints made to a member of staff will be relayed to a member of the Management Team.
3. All complaints will be taken seriously and will be recorded in the Complaints Folder.
4. The complaint will be dealt with in the necessary way. In response to verbal complaints and there will always be discussion with the parent as to the outcome. Written complaints will be replied to in writing and a meeting arranged if necessary, within three days.
5. If a parent wishes, the complaint may be made directly to Mrs Maxted. If a parent is not satisfied with the outcome of a previous complaint, this may also be taken up with Mrs Maxted.
6. A complaint may be made directly to

Ofsted  
Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD

Email [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)

08456 404040/ 0300 1231231

**Please Note**

The policies of Topsham House are under continual review in the light of team discussions and its effectiveness. Policies may be amended at any date and any revisions are handed to staff accordingly.

The annual review takes place in June. This policy was updated November 2014 PH