



Milverton House School  
and Nursery

# Complaints Policy

Updated

September 2016

Review date

September 2017

## Introduction

At Milverton House Nursery we operate an “open door” policy for our parents and carers, in that they can see a member of staff on request. If a member of staff is unavailable then an appointment can be arranged.

The aim of Milverton House Nursery is that any concerns, however small can be dealt with promptly and to everyone’s satisfaction without the need for meetings of a more formal nature.

If parents/carers wish to discuss any concerns or have any comments to suggest please do not hesitate to speak to the nursery manager.

All parents concerns are treated confidentially, parents may wish their concern to OFSTED if they feel that an issue has not been resolved by Milverton House Nursery to their satisfaction.

- Parents and carers are encouraged to discuss any concerns with key workers or the nursery manager.
- All information is discussed with the nursery manager.
- All information is recorded; appointments will be arranged for further meetings to resolve any concerns.
- All comments and concerns will be recorded and acknowledged verbally also in writing if necessary.
- Investigations will take place and all information will be recorded.
- Parents are kept informed and up dated regularly with a written response also a final outcome and decision.

## OFSTED DETAILS

For further information contact OFSTED on 03001233153 or email [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk) or you can write to OFSTED at this address

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