



Round and Round the Gardens Childcare

... the natural choice for your child.

Jack Temple Building . Pyrford Road . Pyrford . Surrey . GU22 8UQ
01932 355322

Company Director / Nursery Manager
Suzanne Filson BA (Hons) / EYPS
manager@roundandroundthegardens.co.uk

Company Secretary / Business Manager
Andi Hart Assoc. CIPD MCMI MInstAM
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Complaints Procedure

Round and Round the Gardens aims to provide the highest quality education and care for all our children. We aim to warmly welcome children and families and provide a nurturing, caring and fun environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work hard to build partnerships with parents and work with the community generally. We always welcome comments and suggestions as to how we can improve our school, however small.

We recognise and respect that all children, parents or carers, visitors and employees are equal, and welcomes and includes all at Round and Round the Gardens regardless of race, nationality, disability, gender reassignment, pregnant or married, civil partnership, religion, belief, ethnic or national origin, sex (gender), sexual orientation or age

Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used

- A parent, who is uneasy about any aspect of the nursery's provision, should first of all talk over any worries and anxieties with the Key Person, Room Leader and/or Manager.
- If this does not have a satisfactory outcome within a few days, or if the problem reoccurs, the parent should put the concerns or complaint in writing to the Nursery's Manager/Owner.
- The next stage is to request a meeting with the Nursery's Manager/Owner. Both Manager and parents should have a companion present if required and an agreed written record of the discussion should be made.

(1) Most complaints or concerns should be resolved informally or at this initial stage

If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Nursery's Manager/Owner.

At this point, if the parent and Manager cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers, but can help to help define the problem, review the action so far, and suggest further ways in which the concern/complaint might be resolved.

- Surrey Early Years Advisor will be available to act as mediator if both parties wish it.
- The mediator will keep all discussion confidential. He/She, will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice he/she has given.

(2) The involvement of a mediator represents the final stage in the complaints procedure.

(3) The role of the registering authority or Children's Services



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In some circumstances, it will be necessary to bring in the registering body or children's services, which has a duty to ensure laid down requirements are adhered to and with whom Surrey Early Years Advisor works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parents and nursery would be informed and the Surrey Early Years Advisor would work with the registered body to ensure a proper investigation of the complaint followed by appropriate action. Children's Services/Social Worker/Local Authority Designated Officer (LADO) would be involved if there was a safeguarding/Child Protection issue and the nursery made a referral for them to investigate and assess.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that is in the best interest of the school and parents that complaints should be taken seriously and dealt with fairly and in a way that totally respects confidentiality.

For parents' information, contact details:-

Registering Authority - Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD - Telephone – 0300 1231231

Children's Services - Northwest Safeguarding Service – Telephone 0300 1231630

Children's Services - Emergency Team (out of hours) – 01483 517898

Surrey Police – 101 (or 999 in an emergency)

Date: - May 2015

Review Date: - May 2016