

HUNTINGDONSHIRE REGIONAL COLLEGE

TEDDY BEAR NURSERY

COMPLAINTS PROCEDURE

This procedure relates directly to the Nursery provision. There is also a College complaints procedure, which is identified in the student's handbook, at Reception and in Learner Services.

- Should you wish to make a complaint regarding the Nursery you should in the first instance ask to see the Head of Nursery. At this stage the details of the complaint will be recorded and linked to any other supporting paperwork. Whenever possible the Head of Nursery will resolve the complaint and its resolution will be included in the complaints file.
- If the Head of Nursery is unable to resolve the complaint, or the solution suggested is felt to be unsatisfactory, then details of the complaint will be passed over to the Principal.
- The Head of Nursery will without delay inform OFSTED, that a formal complaint has been made against someone in the registered provision. If this is regarded as a safeguarding incident the Head of Nursery will inform the Early Years named senior officer who will inform LADO.
- When a formal complaint is submitted it will be acknowledged in writing within five working days of receipt.
- A formal complaint will be fully investigated and this might involve confidential discussions with other staff and or parents.
- The Head of Nursery or the Principal will ensure that the person who made the complaint is informed in writing of the outcome within 10 working days of the acknowledgement letter.
- The person making the complaint will be informed about any actions taken following the investigation of the complaint.
- If the person who made the complaint is not satisfied with the outcome then the complaint can be referred to OFSTED to investigate.

OFSTED can be contacted at the address below:

Ofsted Inspection and Application Team

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