



2-4 Brook Street  
Luton, Bedfordshire  
Tel: 01582 730510  
www.trainingdepot.co.uk



## **Complaints Procedure**

All staff can contact Mr David Reavell (Owner) or Mrs Melissa Reavell (Manager), if they have any enquiries, problems, concerns or complaints or difficulties arising from any events, actions or comments involved with the Training Depot Day Nursery. Should neither the Owner nor the Manager be present, then complaints can be addressed to the most Senior member of staff in charge.

Any complaint by a member of staff will be investigated and a report will be written and kept in the Complaints Record. Any final decision will be made or resolved by the Owner - Mr David Reavell.

Mr David Reavell and Mrs Melissa Reavell can be contacted at:

Training Depot Day Nursery

2 / 4 Brook Street

Luton

Beds

LU3 1DS

Tel: (01582) 730510

All staff are bound by their Contract of Employment to observe total confidentiality with information regarding Training Depot Day Nursery parents, children, colleagues etc.

If a parent has any enquiries, problems, complaint or difficulties arising from any events, actions, or comments involved with Training Depot Day Nursery in relation to their child or in regard to another matter, they can speak to Mr David Reavell, Mrs Melissa Reavell or Miss Grace Dallas (Deputy Manager), a room leader or a member of staff. Information regarding the complaint will be recorded in the incident book. This will be filled in the Complaints Log.

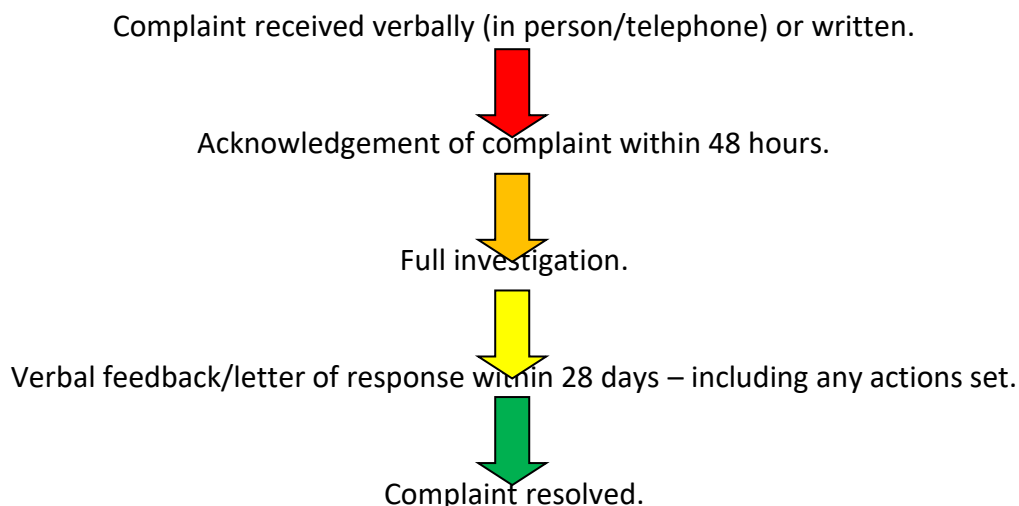
If a member of staff receives a complaint, the Manager, Mrs Melissa Reavell or the Deputy Manager, Miss Grace Dallas, will be immediately informed. Acknowledgement of the complaint will be given within 48 hours. We will respond to any complaint or concern raised by a parent within 28 days after a full investigation.

The Nursery will inform the Local Authority Designated Officer, (LADO), in the Luton Safeguarding Children Unit, if we feel the complaint or concern raised relates to an allegation made against a member of staff, student or volunteer at the Nursery.

The Owner, Manager or Deputy Manager will respond to any complaint as quickly as possible. They will investigate the issue raised and meet with the parents to talk through all the details relating to the matter. Parents will receive progress reports throughout the investigation.

All complaints will be recorded and kept in the Complaints Log with the action that was taken. After a complaint has been resolved the final outcome will be written in the Complaints Log. Any recommendations for changes in any procedures will be made and noted in the Complaints Log. Any changes to the Nursery's policies or procedures that arise from a complaint will be fed back to parents.

## Complaints Process at Training Depot Day Nursery



If parents have any problems, complaints or difficulties which they feel have not been satisfactorily resolved with the Nursery Management, they can forward a complaint to Ofsted. Ofsted will reply within 28 days. All complaints are recorded, stored and kept on file for a minimum of 3 years.

Early Years  
The National Business Unit  
OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231  
Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)  
Email address – [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Online complaint form address – <http://live.ofsted.gov.uk/onlinecomplaints/>

The following information/booklets are available to read at Nursery, anyone can ask Mr David Reavell, Mrs Melissa Reavell, Miss Grace or Miss Sandhya, if they have any questions or queries relating to these documents:

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|---|---|--------------------|
| ~ | Concerns and complaints about childcare providers             | Ofsted May 2009    |
| ~ | Information for parents and carers using childcare services   | Ofsted August 2008 |
| ~ | Luton Local Safeguarding Children Booklet                     | Luton October 2006 |
| ~ | Luton Important Safeguarding Children Telephone details Flyer | Luton 2009         |
| ~ | Ofsted Complaint flyer  | Ofsted 2009        |
| ~ | Statutory Framework for the Early Years Foundation Stage      | DFES 2007          |

Reviewed in February 2017 by Mrs Melissa Reavell - Manager

Adopted by all Staff Members