



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



Complaints Procedure

All staff can contact Miss Sandhya Godhania (Business Manager) or the Manager), Acting Managers 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 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 Business Manager .

Miss Sandhya Godhania and Manager 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 and staff code of conduct 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 Miss Sandhya or the manager, Deputy Manager or a member of staff. Information regarding the complaint will be recorded in the complaints folder and filed.

Complaints procedure

If a member of staff receives a complaint, the Manager or Deputy Managers 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 Business Manager, 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

Complaint received verbally (in person/telephone) or written.



Acknowledgement of complaint within 48 hours.



Full investigation.



Verbal feedback/letter of response within 28 days – including any actions set.



Complaint resolved.

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

Email address – enquiries@ofsted.gov.uk

Online complaint form address – <http://live.ofsted.gov.uk/onlinecomplaints/>

Reviewed in Aug 24 By Mrs Sandhya Godhania