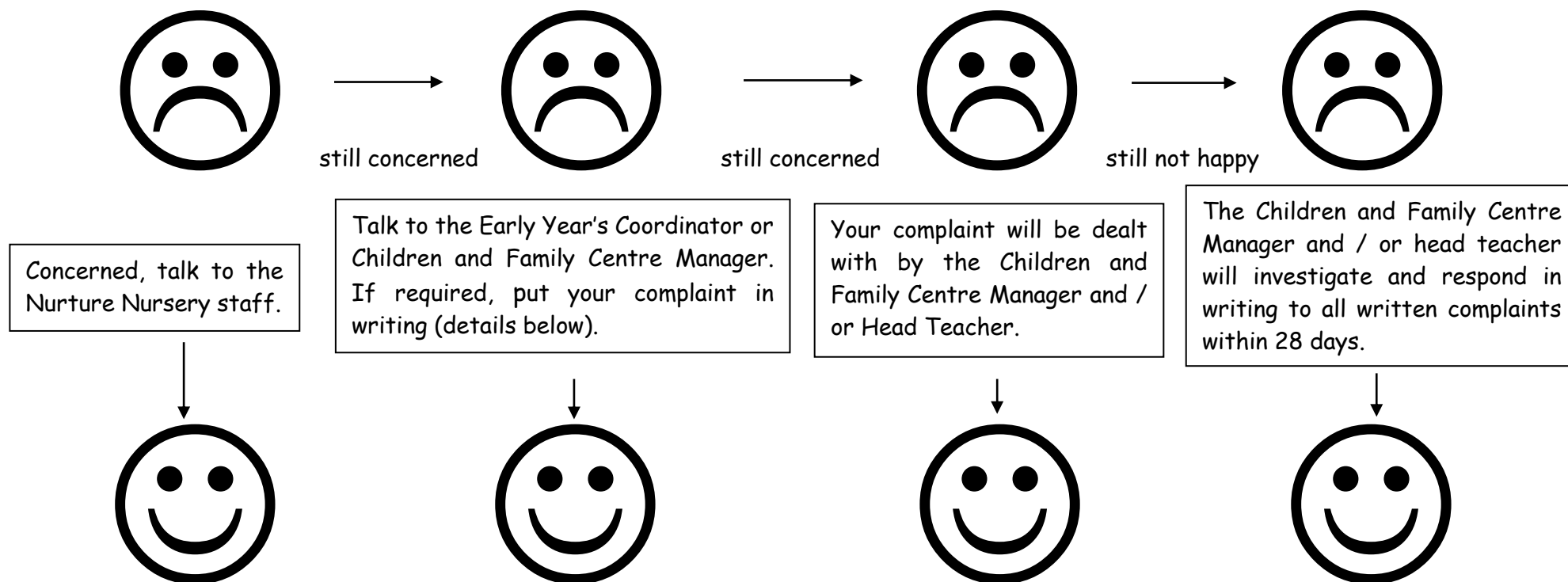


If at any time at St. Michael's Children and Family Centre you are unhappy or concerned about our policies or procedures, we encourage you to come and discuss your concern with us. We will always do our best to help. The procedures below will outline the steps you can take. We hope they prove useful.



Complaints in writing should be addressed to:

Children and Family Centre Manager

St. Michael's Children and Family Centre

Hazel Grove

Bedworth

CV12 9DA

jill.krusts@stmichaels.covmat.org *If you are still not happy with the outcome, please write to the Chair of Governors using the details below.

Chair of Governors

St. Michael's C of E Academy, Nursery and Children and Family Centre

Hazel Grove

Bedworth

CV12 9DA

School.Office@stmichaels.covmat.org * If you are still not happy with the outcome, please contact OFSTED using the details below.

Concerns and complaints regarding Day care providers

OFSTED regulates day care services in England. All nurseries must meet National Standards set by the Government in order to qualify for registration.

From time to time parents and others with an interest in childcare have concerns about the quality of services. When considering complaints OFSTED does **not** act as a complaint's adjudicator. They do not decide if complaints are upheld, partially upheld or unsubstantiated.

What if I have a concern?

You should first discuss your concerns with the nursery themselves. Most concerns can be resolved at this stage. If you feel that your concern is not resolved through discussion, you should make a formal complaint to the nursery in writing or by e mail.

The law requires all childcare providers to keep you well informed and take prompt and appropriate action if you have concerns. All day care providers must have a written complaints procedure for you to follow.

What will the Children and Family Centre or Nurture Nursery do?

If you make a formal complaint, in writing or by e mail, the law requires registered childcare providers to investigate fully. They must provide you with an account of their investigation within 28 days of receiving the complaint. The nursery management should tell you about any action they have taken or intend to take as a result of their findings. You can request confirmation in writing or by email.

Nurseries are required to keep a record of complaints and share appropriate information from the record with parents upon request.

What should I do if I am not satisfied?

Occasionally you may not be satisfied with the response after following the complaints procedure, or your complaint may relate to an issue that you feel unable to discuss with the nursery such as a Child Protection concern. You may then make a complaint to OFSTED.

If you are making a complaint to OFSTED because you are not satisfied with the investigation completed by the nursery, it is helpful to put your complaint in writing. It will be necessary to enclose a copy of the original written complaint forwarded to the nursery, along with the account of the findings and any action taken, or proposed, by the nursery and the reasons why you are not satisfied.

If you have not made a formal complaint to the nursery before contacting OFSTED, you will be asked to do so unless you have good reason not to.

You should work out what you want to say before contacting OFSTED, noting any key persons, times and dates.

If your concern is about the registration of the nursery you can contact OFSTED by email: enquiries@ofsted.gov.uk or telephone: **0300**

123 4666 For more information please see: <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

OFSTED will consider very carefully all complaints and will use your information to take appropriate action during an investigation.

Complaints OFSTED will not investigate

Some complaints or aspects of complaints are about matters that OFSTED do not investigate. They do not act upon complaints about nurseries which relate to private matters between the nursery and the complainant such as:

- ◆ Contractual or payment disputes
- ◆ Employment matters

In these cases, OFSTED will clearly state that in such matters they do not have the power to investigate.

What if I have a Child Protection concern?

If you think your child or another child in the care of the nursery may be at risk of abuse or neglect you should report your concerns immediately to the Multi Agency Safeguarding Hub (MASH) on: **01926 414144** or call your local police on 101. If a child is in immediate danger, call 999.

You can also contact Ofsted's Early Years Complaints Line on: **0300 123 4666**

OFSTED will take appropriate action according to the nature of the complaint. They may ask the nursery to investigate, particularly if the complaint involves someone in their employment.

If you complain, Ofsted will review the information you provide and decide what to do. They may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues.

However, Ofsted will not contact you to let you know the outcome.

You can find out more about our powers in ['Information for parents about Ofsted's role in regulating childcare'](#).

What if I am not satisfied with OFSTED's response?

If you are still dissatisfied after receiving OFSTED's response to your complaint you may contact OFSTED's Independent Complaints Adjudicator Service (ICAS0) at: applications@cedr.com

Complaints Record

Records of all complaints are recorded in the 'Complaints Log' which is located in the Reception office.