



## Maeda Gakuen

### Complaints Procedure

Whilst aiming to achieve the highest standards of care and education for children attending Maeda Gakuen Finchley and Acton Yochien, and to foster a positive partnership with families, management recognises that on occasion circumstances may lead to a parent or carer wishing to make either a formal or informal complaint. Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

These guidelines identify to parents and carers the appropriate methods through which they are able to register a complaint about any aspect of the service offered by the nursery.

It is always hoped that any concern can be addressed and resolved through discussion with relevant staff in the nursery. Parents and carers have the right to know that any complaint will be dealt with appropriately and professionally.

- In the event of a minor complaint, parents and carers should initially address any concerns to the child's Key Carer or the Room Leader in the room that their child attends.
- In the event of a more significant concern, or if the room staff are unable to resolve a minor complaint satisfactorily, parents and carers should address their concerns to the Nursery Manager/Head Teacher, or in their absence the Deputy Manager. These concerns must be presented in writing; the manager will then investigate the complaint and report back to the parent within one week. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.
- If the matter is still not resolved a formal meeting should be held between the Manager, Head Teacher, parent and the Room Leader to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.
- Where the parent(s) is not satisfied with the response of the complaint, provisions for holding a hearing before an impartial panel (consisting of at least three people who were not directly involved in the matters detailed in the complaint, of whom one panel member is independent of the running and management of the school, which may be a representative from Sigma) shall be made.
- If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED on 0300 123 1231. A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved.

This policy was revised in August 2017 by Nikita Phadnavis (Manager) of Maeda Gakuen Yochien.

