



Bearwood College

Wokingham

Berkshire RG41 5BG

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NURSERY – CONCERNS AND COMPLAINTS PROCEDURE

Bearwood College is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers, pupils and visitors to share this commitment.

All outcomes generated by this document must take account of and contribute to safeguarding and promoting the welfare of children and young people at Bearwood College.

The Bearwood College Policy Documents are revised and published periodically in good faith. They are inevitably subject to permanent revision. On occasions a significant revision, although promulgated within College separately, may have to take effect between the re-publication of the entire set of Policy Documents. Care should therefore be taken to ensure, by consultation with the Senior Management Team, that the details of any Policy Document are still effectively current at a particular moment.

While this current Policy / Procedure may be referred to elsewhere in Bearwood College documentation including particulars of employment, it is non-contractual.

Authorised by the Headmaster on behalf of the Governors, following Resolution by the Board in January 2012

Nursery –Concerns and Complaints Procedure

Bearwood College Nursery aims to provide a safe, warm, caring and educational environment, working closely and in conjunction with parents. However, difficulties do sometimes arise which we endeavour to resolve as soon as they occur.

We welcome any discussion with parents and encourage worries or concerns, no matter how small, to be brought to the attention of The Nursery Manager who is responsible for the smooth operation of the Nursery. Your Nursery Manager is Lorraine Beamish.

Bearwood College Nursery endeavour to meet all your needs and requirements. If the matter cannot be dealt with quickly and informally, then a meeting will be set up between the Nursery Manager and any staff member involved in the situation. Any concerns raised will be treated in the strictest of confidence and will not prejudice the treatment of the child in any way.

If the meeting cannot produce a satisfactory result, the Headmaster of the College will be informed and will endeavour to rectify the situation.

The Nursery complaint log can be found in the main Nursery Office. The record of complaints is kept for at least three years.

A complainant may refer the matter to Ofsted or the ISI (Independent Schools Inspectorate):

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London
EC1A 9HA

Telephone: 020 7600 0100

The College notifies complainants of the outcome of an investigation within 28 days of having received the complaint.

The College provides Ofsted and ISI on request with a written record of all complaints made during any specified period, and the action taken as a result of each complaint.

Please also refer to the whole school Concerns and Complaints policy documentation, with which this document is compatible.

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