

**Nurseries Policies**

**Sussex House Nursery and Wendy House Nursery**

*Sussex House Nursery  
Sussex House  
1 Abbey Road  
Brighton  
BN2 1ES*

*Tel: 01273 664583  
Ofsted No130674*

*Wendy House Nursery  
Princess Royal  
Hospital  
Lewes Road  
Haywards Heath  
RH16 4EX*

*Tel: 01444 441881 ext  
8451*

*Ofsted No. EY231358*

Brighton and Sussex University Hospitals nurseries, strive to ensure that all children's individual care needs are met and looked after in a safe and caring environment, however we do recognise that sometimes problems can occur.

It is our aim to deal with problems as early and as quickly as possible.

The Nursery Manager or Deputy are readily available and will always find the time to discuss any matter. Alternatively the Childcare Service Manager is able discuss any concerns a Parent or Carer may have.

Any complaints received from any Parent, Carer or Visitor will be dealt with in accordance with the Brighton and Sussex University Hospital Trust care official complaint procedure.

**Procedure**

Complaints made in person or by telephone:

Where complaints are made in person, every effort possible will be made to ensure that they are resolved at the time they occur.

**Complaints made in writing:**

All complaints received in writing will be discussed with the Childcare Services Manager and/or Nursery Manager.

The nature of the complaint will be investigated as quickly as possible and a full response made within ten working days of the receipt of the complaint.

The Childcare Services Manager and Nursery Manager will then take any necessary action for example discussions with individual and or staff teams. If there is a conduct unless the matter requires confidential discussions will take place with the staff team, this will be supported with an HR Relationship Manager.

If it is not possible to respond within ten working days the Director of Human Resources will be notified and issued with details of the complaint and a holding letter will be sent to the complainant indicating when a response can be expected.

The Director of Human Resources will receive and file a copy of the complaint and the response made. Information should also be provided concerning any action taken, or change in policy that results.

Complaints can also be made to the regulatory body:

OFSTED

The National Business Unit

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 03001231231

Email:

<https://contact.ofsted.gov.uk/contact-form>

[www.enquiries@ofsted.gov.uk](mailto:www.enquiries@ofsted.gov.uk)

Provider notifying Ofsted of a complaint, serious accident, incident or death

If a complaint involves standard 55-57 of the early Years Compliance Handbook 2017 the Childcare Service Manager or in their absence the Nursery Manger will report to Ofsted within the 14 days notification period.

Reviewed and Written 12<sup>th</sup> July 2017

Mrs Tracey Gregory, Brighton & Sussex University Hospitals Childcare Services Manager