

Complaints Policy and Procedure



Statement of intent

It is our intention to ensure our nursery is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers and to fulfilling the requirements of the EYFS. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Methods

In order to achieve this aim, we follow this Complaints Procedure.

Under most circumstances, the Manager will be responsible for dealing with complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation.

Stage One

If a parent/carer has a complaint about some aspect of how the nursery is fulfilling the EYFS requirements, including complaints about activities, practices or the conduct of an individual member of staff it will often be possible to resolve the problem by speaking to the individual concerned and/or to the Manager.

As outlined in the Partnership with Parents/Carers policy, the Nursery is committed to open and regular dialogue with parents/carers and the Nursery welcomes all comments on its services, regardless of whether they are positive or negative.

Parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached, and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Nursery will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay, the Nursery will advise the parent/carers of this and offer an explanation.

The Manager will be responsible for sending a full and formal response to the complainant. The complaint and the outcome will be recorded in the Complaints Folder, including notes from the investigation and the letter to the parents.

A log of basic details will be available to share with parents on request. The Log and Complaints Folder should be kept in the office and made available to Ofsted in inspections.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Safeguarding Officer, the settings 'responsible person' and ensure that the local Social Services department is contacted, according to the procedure set out in the Safeguarding Children Policy. If any party involved in the complaint has good reason to believe that a

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criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Nursery will be given to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Nursery's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Nursery's response to it. The Manager will judge if it is best for all parties to meet or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Nursery's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.
A record of the complaint will be kept for three years.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision or if they are unhappy about the outcome of their complaint, they can inform Ofsted. Contact details are given below and are displayed in the entrance area/ available on the Ofsted website. Ofsted will consider and investigate all complaints received.

Ofsted Telephone Number 0300 123 4666
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

- All policies are reviewed at least annually. This policy was reviewed in October 2022 by Kayleigh Wadsworth