

## Complaints

**Our Nursery is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. 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.**

This policy constitutes the Nursery's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints and communicating with the Registered Person. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Record sheet and a provider complaints log will be completed.

### **Stage One**

If a parent/carer has a complaint about some aspect of the Nursery's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager or Registered Person. 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.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager or Registered Person 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 formally 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 or Registered Person. 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 – within three to seven working days. The matter will be fully investigated within 15 - 28 working days. If there is any delay, the Nursery will advise the parent/carers of this and offer an explanation. The Manager or Registered Person will be responsible for sending them a full and formal response to the complaint.

If the Manager or Registered Person has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social care department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed,

then they will contact the police.

The formal response to the complaint from the Nursery will be sent 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 or Registered Person 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 or Registered Person will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice.

The mediator must ensure discussions are kept confidential.

A formal record of all meetings should be taken and made available for those concerned should they wish to see them.

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 – 28 working days.

**At any stage the parent / carer is unsatisfied with the response or concerned about children's welfare they can make a complaint to Ofsted**

### **Making a Complaint to Ofsted**

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of a registered childcare provision. Ofsted will consider and investigate all complaints received that are in breach of the relevant statutory requirements.

Records of all complaints must be retained for a period of 10 years from when the record was made. A summary of complaints must be available to parents on request. A model complaints form can be down loaded from [www.ofsted.gov.uk](http://www.ofsted.gov.uk) and photocopied.

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