

At our nursery we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of the setting:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- The owner/HQ will be kept informed.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
- If the complaint is a safeguarding issue then LADO will be contacted and a referral made. We will follow any advice LADO give and will inform Ofsted.
- The owner/HQ will be kept informed.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the nursery's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the nursery's response to the complaint, either together or on an individual basis.
- The owner/HQ will be kept informed.

Stage three

- If the parent is not happy with the outcome they may request a meeting with the room leader or manager of the setting. The parent and the Manager may have a friend, partner or colleague present if required. A written record will be kept of the discussion and the people present at the meeting will be asked to sign the record and will receive a copy of the report.
- The owner/HQ will be kept informed.

Stage four

- If at the meeting the parent and setting still cannot reach agreement, an external mediator may be invited to help to settle the complaint. This person should be acceptable to both parties, listen to

both sides and offer advice. A mediator has no legal powers but may help to define the problem, review the action so far and suggest further ways in which it might be resolved.

- The mediator will keep all discussion confidential. S/he can hold separate meetings with the manager of the setting and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- The owner/HQ will be kept informed.

Stage five

- When the mediator has concluded her/his investigations, a final meeting between the parent, the leader and the manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
- The owner/HQ will be kept informed.

We keep a detailed record of all complaints, how they have been investigated and the outcome. Where it is deemed necessary we will contact Ofsted and inform them of the complaint received and what we have done to resolve the issue, including any amendments to policies, procedures or any other action taken.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

Parents have the right to approach Ofsted directly at any stage of this complaints procedure. Where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body.

The address and telephone number of Ofsted is:

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| The Complaints Manger | M1 2WD |
| Ofsted National Business Unit | |
| Piccadilly Gate | |
| Store Street | 0300 123 1231 (general enquiries) |
| Manchester | 0300 123 4666 (complaints) |

If child protection issues are raised or a child appears to be at risk, the manager will refer the situation to the setting's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Children Protection and Safeguarding Policy**. If a criminal act may have been committed, the manager will contact the police.

In these cases, both the parent and setting are informed and the manager cooperates with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint is followed by appropriate action.

Records

A record of complaints is kept at the setting which parents are entitled to view. This record is retained in line with the welfare requirements and is available on request.

Complaints procedure

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| This policy was adopted by: Acre Wood Day Nursery | Date: July 2020 |
| To be reviewed: July 2021 | Signed: Karen Barnes |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]* .