



## In the Setting

# COMPLAINTS & COMPLIMENTS

**Policy Review Date:** 23/11/2016

### Policy Statement

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

All compliments will be recorded and shared with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery. If we are not able to resolve a concern there is a formal complaints procedure outlined below.

In case of a complaint relating to child protection, please refer to the \*Safeguarding/\*Child Protection Policy.

### Internal complaints procedure

#### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

#### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. The complaint and the actions taken in relation to it will be fully documented in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

#### Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy which will signify the conclusion of the procedure.

#### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Complaint from a member of staff

Initially all complaints, queries, problems or questions must be referred to the Manager.

After considering the nature and seriousness of the complaint the Manager will either resolve the matter with the complainant, or refer it to a Director.

If, after the above, the complainant is still unsatisfied the complaint should be put in writing and discussed by the board.

If the decision of the board is still unsatisfactory to the complainant then the complainant must be given the names, addresses and contact telephone numbers of the relevant authorities in order that they may contact them if they so wish.

Serious allegations made against a member of staff

In the unlikely event that an allegation is made by a parent, guardian or other person against a member of staff, the following procedure should be followed:

If the allegation is made to the member of staff about whom the allegation is being made.

The member of staff should be, and show that they are, extremely concerned about such an allegation but state firmly that the time at which the allegation is made is not the time to discuss or argue the alleged event. Instead they must insist that a senior member of staff is called in order that they can take the details of the allegation.

If the allegation is made to a member of staff other than those that the allegation is about.

Those making the allegation should be taken to a place that is private and made to feel as comfortable as possible and it must be made clear by words and actions that their allegation is being treated with the utmost seriousness and in absolute confidence.

Wherever possible the head, deputy head, director or senior member of staff should also be called. (In the event that none of these are available another member of staff should always be present).

If it is thought by the senior member of staff and with the agreement of those making the allegation that it is not sufficiently serious to warrant a formal complaint then it must be dealt with appropriately and a date given when the nursery will report the outcome back to those making the allegation. However, at no time must those making the allegation be made to feel that their complaint in being manoeuvred into a less serious nature.

If those making the allegation want it to be a formal complaint it must be made clear to them that their concerns will be written down but that no discussion about the allegation will be entered into at this meeting.

The allegation should then be written down carefully and clearly by the member of staff taking the details and when finished should be read back to those making the allegation.

Once it is agreed by those making the allegation that the form of words written down is a correct representation of their concerns the page(s) must be photocopied and 3 copies made. The original and each of the 3 copies must then be signed and dated by everyone in the meeting and their names clearly printed below their signature.

One copy must be given to those making the allegation, the original and a copy is for the nursery files and the third is to be given to the member of staff about whom the allegation is made.

The members of staff at the meeting must then say that the allegation will be reported to Ofsted and to the relevant person(s) at Redbridge Council and that it will also be investigated by the nursery's management committee.

A date must be given when the nursery will report the progress of their investigation back to those making the allegation subject to the nursery's investigation being superseded by a response from the council or from Ofsted. This date must be not be more than 30 days away and not less than 7 days away.

The meeting with those making the allegation must then close.

Following this the director and senior member of staff must discuss the allegation with the member of staff concerned and if relevant the nursery solicitor.

The management of the nursery must send a copy of the complaint to Ofsted and to Redbridge Council.

Following a response from Ofsted and/or Redbridge Council the management will take the actions required of it by these bodies.

In the absence of a response from Ofsted and the council the nursery must decide on appropriate action and must inform the relevant authorities of their decision where appropriate.

The next steps will depend entirely upon the nature and seriousness of the allegation.

This policy was adopted on

Signed on behalf of the nursery

11/02/14

Gabby Savinyte

Reviewed 03.11.14

Gillian Kincaid

Reviewed 23.02.15

Mediha Unal

Reviewed 23.03.15

Mediha Unal

Reviewed 12.06.15

Mediha Unal

Reviewed 23.11.15

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