

# Complaints Policy

## **1. Introduction**

1.1 We believe that our nursery provides high quality care and education for all our children, and that management and all staff work very hard to build positive relationships with all parents and carers. However, if you have a complaint or concern about your child's care at the setting you should be able to discuss and highlight them through an informal discussion with your child's key person. If you feel the concern is not dealt with effectively then we encourage parents to discuss this with the nursery manager or the nursery owner.

## **2. Aims and Objectives**

2.1 Our nursery aims is to be fair open and honest when dealing with any complaint. We give careful consideration to all concerns, formal or informal and deal with them as swiftly as possible. Our aim is to resolve any complaint through talking and mutual understanding, and, in all cases we put the interests of the children above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

**If we cannot resolve a problem informally then we have a formal complaints procedure which can be followed:**

- This document describes the process and procedure for dealing with complaints raised by parents or carers
- This document is made available to all parents upon admission through links to our website and Policies and Procedures
- Parents and carers are welcome to discuss any concerns or issues with management at any time and we encourage feedback on any aspect of the nursery organisation.

## **3. The complaints process**

### **How to share a concern**

3.1 If a parent or carer is concerned about any aspect of their child's care, they should in the first instance discuss the matter with their child's key person. The key person will usually be in the room during the day unless they are absent through illness or on annual leave. If they are not available then you can leave a message in the office for them to get back to you. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint by

talking through issues and mutual understanding, and in all cases, we put the interests of the child above all other issues.

In the event your child's key person cannot help resolve the complaint or you are not satisfied with their response, you may talk to the room supervisor,

You should be able to arrange a meeting or a telephone conversation with the supervisor through the nursery office. If this is not practical, you may wish to make a written complaint. When a member of staff receives a complaint the manager must be informed. If the complaint is against the manager, the registered person should then be informed. Zerina Deen.

### **What to do if the matter is not resolved through informal discussion**

3.2 Where a parent or carer feels that a situation has not been resolved through contact with the key person and or room supervisor, or their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the nursery manager. The manager will consider any such complaint very seriously and investigates each case thoroughly. Most complaints are usually resolved at this stage. At this stage your complaint must be put in writing. We will notify you of the outcome of the investigation within 28 days of receiving the complaint. You can also ask for a copy of the nursery complaints procedure. A meeting will be arranged with the appropriate people.

A written record of the complaint will be completed; this will cover:

- Summary of the nature of the complaint
- Details of any action taken
- Outcome of the investigation

These details will be recorded. We will take care to maintain confidentiality throughout the investigation and record keeping process.

### **4. The investigation Procedure**

- Following initial review of the complaint by the manager or nursery owner, confidential interviews will be conducted with all parties concerned and logged
- In the event of a complaint that relates to Safeguarding, the Safeguarding Child Procedure will be followed in accordance with the Local Authorities procedures.
- All other complaints will be reviewed by the manager and owner; appropriate actions will be taken
- We will provide a summary on request to parent/carer
- We will provide an account of the complaint to the parent/carer concerned within 28 days

- We will retain these records for 10 years and they will be available to OFSTED at any time

**At the end of the meeting and once receiving clarification of the action taken, if you are still not satisfied with the outcome you can take the complaint further by contacting OFSTED**

Write to OFSTED

OFSTED  
The national business unit  
Piccadilly gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231

Or online:

<https://contact.ofsted.gov.uk/online-complaints>

If you would like more information about OFSTEDS role as the regulator of childcare, you can visit their website [www.ofsted.gov.uk/early/years/and/childcare](http://www.ofsted.gov.uk/early/years/and/childcare)

## **5. Sharing a concern about the manager**

5.1 should a parent or carer have a complaint about the manager, they should first make an informal approach to the owner Zerina Deen, who is obliged to investigate and will do all she can to **resolve the issue. However if you are still unhappy with the outcome you can make a formal complaint as outlined above.**