

COMPLAINTS PROCEDURE

Working in partnership with parents, children, and other agencies

The Nursery; Special Educational Needs and Disability Childcare ('The Nursery') aspires to establish and maintain therapeutic and professional relationships with our children, families and multi-disciplinary agencies. We actively promote honesty, openness, and transparency, which we believe facilitates any issues that arise, in being dealt with quickly and effectively.

Nevertheless, families and / or other agencies may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this, and complaints are responded to in a timely manner. The same procedures apply to agencies who may have a grievance or complaint.

PARENTS

- If a parent or family is unhappy about any aspect of their child's care this should be discussed with the child's key person as soon as possible.
- Our communication app 'Family' has a direct messaging facility meaning that parents can communicate with the key person and request a face-to-face meeting at the earliest opportunity or seek clarification of an issue.
- The key person will listen to the parent and acknowledge their concerns, they will offer an explanation and / or apology accordingly.
- If the issue has been resolved, the details will be recorded within the child's file and the complaint investigation record. The information recorded must be clear whether the issue raised relates to a concern about the quality of service or practice or a complaint.
- If the parent is not happy with the key person's response or the complaint is regarding a member of staff, the parent will be directed to The Nursery manager.
- A formal complaint should usually be in writing; however, some parents may prefer to make it verbally, in which case the setting manager or complaint receiver should write down the main issues using the complaint investigation record and keep a copy in the child's file.
- For allegations relating to serious harm to a child then the procedure '**Allegations against staff, volunteers or agency staff**' will be followed.
- The Nursery manager will investigate the complaint and provide time to feedback to the parent within 21 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the parent is still not satisfied, or if the complaint is about the setting manager, then the complaint will be forwarded to the Director/s of The Nursery.
- The Directors of the Nursery will complete an investigation and respond to the parent within a further 14 days.

- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements, they will be informed of their right to complain to Ofsted.
- The setting manager will ensure that parents know they can complain to Ofsted by telephone or in writing to;

**Applications, Regulatory and Contact (ARC) Team,
Ofsted,
Piccadilly Gate,
Store Street,
Manchester
M1 2WD
Or telephone: 0300 123 1231**

- The manager will assist in any complaint investigation and will produce documentation that records the steps that were taken in response to the original complaint.

AGENCIES

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of The Nursery, it should be made in writing to the manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 21 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to The Nursery Directors, who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal.

OFSTED COMPLAINTS RECORD

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.
- A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the directors to look for ways to improve practice where it is required.

*This policy was adopted and amended by Gemma Bridge - October 2022.
This policy will be reviewed once the setting is in operation or by April 2023.*