

Complaints and Suggestions Policy and Procedure

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

We encourage parents and carers to feedback on our progress at any time, so we welcome positive feedback to assist us with our reflection and continuous development of our services. We have a 'Comments and Suggestion box' in the entrance of the nursery to write down any ideas or concerns. And all staff are readily available to talk to parents to ensure any concerns are dealt with immediately. We have introduced a parent questionnaire to give parents a chance to comment on how the nursery is run and if they have any ideas or queries.

We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Making a complaint/ giving a suggestion

Any parent who has a concern or suggestion about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting owner or manager on duty at the time of their visit to the nursery.

Parents can also use the following contacts :

by calling Butterflies Montessori Nursery **07544 562 587**

or email butterfliesmontessorinursery@yahoo.com

Complaints should be resolved amicably and informally at this stage.

If an initial discussion of a concern does not have a satisfactory outcome, or if the problem continues or reoccurs, the parent is requested to put the concerns or complaint in writing to:

The Nursery Manager **Michele Dann**.

Procedures

We keep a 'summary log' of all complaints held in our **Complaints folder**. This is available to parents as well as to Ofsted inspectors.

- The setting stores all written complaints from parents in the complaints folder with a completed complaint log to detail if the complaint was against a failure to meet a statutory duty within the EYFS.
- When the investigation into the complaint is completed, the setting manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.

- When the complaint is resolved at this stage, the summative points are logged in the Complaints folder on the complaint log.
- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the owner. The parent should have a friend or partner present if required and the leader should have the support of the owner, or the senior manager, present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Log.
- If at the meeting the parent and setting cannot reach agreement, the setting seeks advice to source an external mediator 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 can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting leader and owner) 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.
- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the owner 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.

From the date of receiving a complaint or suggestion in any format, the owner contacts the complainant to acknowledge the receipt of the complaint and explains the procedure at that stage. There will be an investigation and a satisfactory resolve to any complaint within 28 days of receiving the complaint.

If the complaint is AGAIST the suitability of a member of staff/adult within the nursery, we follow the procedure for an ALLEGATION AGAINST STAFF within the safeguarding policy.

Parents may approach Ofsted directly at any stage of this complaints procedure and may also chose to contact Ofsted without notification to the setting. In the event of receiving a complaint the preschool should contact a representative from the Early Years Improvement Team for advice as this may be a trigger for an Ofsted inspection.

Ofsted contact details with regard to a complaint is: **0300 123 1231**

Parents can also contact Ofsted on www.ofsted.gov.uk/contact-us and complete a contact form or email enquiries@ofsted.gov.uk or

by writing to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Ofsted contact details are displayed on our setting's notice board; Parent Poster

The nursery staff must inform:

- LADO (Local Area Designated Officer) Immediately-01872 326536
- Notify DBS immediately 03000 200 190 (DBS helpline for info and advice about making a referral)
- Ofsted within 14 days

Records

A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed. All complaints are stored in the complaints folder. The outcome of all complaints is recorded in the Summary Complaints log which is available for parents and Ofsted inspectors on request.

Guidance

Statutory framework for the early year's foundation stage. Setting the standards for learning, development and care for children from birth to five. (September 2021)

This policy was reviewed: April 2023

(Policies dated and signed by Manager in nursery 'Policy and Procedure File')