

## Suitable people: Complaints Procedure

At Twinkle Toes, we aim to work in close partnership with all parents, to meet the needs of their children. If there is any aspect of our service that parents/carers are not happy with, we request them to be brought to our attention. We hope that families will feel comfortable to discuss any concerns or issues that they may have, with us directly, and arrange a convenient time to meet with the manager. Complaints can be put formally in writing or by email to the nursery. It is a requirement by Ofsted that a written records of all complaints are kept and must be available to show an inspector if required.

We will record the following:

- Name of the person making the complaint
- The EYFS welfare and safeguarding requirement to which the complain relates.
- The nature of the complete
- Date and time of complaint
- Action taken.
- Outcomes of the investigation.

We will also keep a summary of the complaint to provide on request from families and Ofsted. This summary will not include the name of the person making the complaint. All records will be kept for 10 years. If parents/carers feel that they are unable to talk to us, or that the matter remains unresolved then they can talk in confidence to:

**Newham L A**

**Tahirah Gynn**

**Learning Adviser (Early Years)**

**Learning and Achievement Service**

**Children and Young Peoples Service**

**London Borough of Newham**

**Newham Dockside, 1000 Dockside Road , London E16 2QU**

**If you wish to make a formal complaint, then you can contact the Ofsted Complaints and Investigation Unit on 0300 123 1231**

**OFSTED: 0300 123 1231**

**MASH: 0203 373 4600/020 8430 2000**

### DBS information policy

Twinkle Toes Day Nursery has an effective system in place to ensure that practitioners who have regular contact with children are suitable to do so. The nursery will make informed recruitment decisions using evidence from references, interviews, qualifications, and the DBS process to determine suitability. The nursery will ensure all staff is on the update service, by which managers are able to access information on history of the staff at any time. It is an online process where they check the form for accuracy; forward it the form to the government's DBS centre where police checks, convictions and other records are completed.

### Secure Storage, Handling, Use, Retention & Disposal of Disclosures and Disclosure Information

As an organisation using the disclosure service to help assess the suitability of applicants for positions of trust, Twinkle Toes Day Nursery complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention, and disposal of disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

### Storage, access, and usage:

Information will be kept securely in a folder in a locked cupboard. Nursery manager and assistant manager will have access to the documents as required. Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

### Retention:

Once a recruitment decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or

complaints. If, in very exceptional circumstances, it is considered necessary to keep disclosure information for longer than six months, we will consult the DBS about this and will consider the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal:

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means.

**Disqualification policy**

If as a nursery we became aware of relevant information, which may lead to the disqualification of an employee, the nursery will take appropriate action to ensure the safety of the children. In the event of the disqualification of an employee, the nursery will no longer continue to employ them. The nursery will inform Ofsted with the following information:

- Details of any order, determination, conviction, or other ground for disqualification from registration.
- The date of the order, determination or conviction, or the date when the other ground for disqualification began.
- The body or court which made the order, determination or conviction, and the sentence (if any) imposed.
- A certified copy of the relevant order (in relation to an order or conviction).

This information will be provided to Ofsted as soon as is reasonably practicable but within 14 days of the date the nursery became aware of the information.

Policy reviewed by: Sumaya Ahmed (Manager)

Date: January 2024

Next review: January 2025