



Complaints

Statement of intent

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

Our Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our Nursery, and will give prompt and serious attention to any concerns about the running of the Nursery. 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.

This policy constitutes the Nursery's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Committee will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Aim

We aim to bring all concerns about the running of our Nursery to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All Ofsted-registered Clubs are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the Nursery's provision, e.g. an activity, or about the conduct of an individual member of staff they first of all talk about his/her worries and anxieties with the Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager and Chair of the Management Committee. Relevant names,

dates, evidence and any other important information on the nature of the complaint should be included.

- The Nursery will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Nursery will advise the parent/carers of this and offer an explanation.
- The Management Committee will be responsible for sending them a full and formal response to the complaint within 28 days.
- For parents who are not comfortable with making written complaints, details of the complaint will be recorded with the Manager or Management Committee and signed by the parent.
- The Nursery stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Nursery Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Manager or Management Committee meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the Chair of the Management Committee. The parent may have a friend or partner present if required and the Manager should have the support of the chairperson of the management committee 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 Summary Log.

Stage 4

- If at the Stage 3 meeting the parent and Nursery cannot reach agreement, an external mediator is invited 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 discussion confidential. S/he can hold separate meetings with the Nursery personnel (Manager and Chair of the Management Committee) 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. Staff or volunteers within the Early Years Learning Alliance will be available to act as a mediator if both parties wish.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Manager and the Chair of the Management Committee 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. All present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there appears to be a breach of the Nursery's registration requirements, it is essential to involve Ofsted as the regulatory body.
- Contact details for Ofsted are displayed on our Nursery's notice board.
- If a child appears to be at risk, our Nursery follows the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and Nursery are informed (unless the procedures above indicate otherwise) and the Nursery Manager works with Ofsted and/or the County Council's Children and Families Assessment Team to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our Nursery and/or the children and/or the adults working in our Nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Log, which is available for parents and inspectors on request.

Signed on behalf of the Management Committee:

..... Chairperson

This policy was updated by the Manager and staff and will be updated annually.
Next due to be updated: September 2021

“Horspath Nursery is committed to safeguarding and promoting the welfare of children, families and staff at all times.”