

Complaints Procedure

Statement of intent

Our Nursery believes that children and parents/carers are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our service and will give rapid 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.

Aim

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

Methods

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

Any parent who is uneasy about an aspect of the Nursery provision should in the first instance discuss their worries, concerns and anxieties with the Nursery Manager/Assistant Manager.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer should move to stage 2 of the procedure by putting the concerns or complaint in writing to the Nursery Manager.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

The parent/carer should request a meeting with the Nursery Manager and Area Manager. Both the parent/carer and the Manager may have a friend or partner present. An agreed written record of the discussion should be made. All of the parties present at the meeting should sign the record and receive a copy of it.

A signed record signifies that the procedure has concluded.

Stage 4

If at the Stage 3 meeting the parent/carer and Nursery cannot reach an 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 discussions confidential. She/he can hold separate meetings with the Nursery staff and the parent/carer, if this is deemed to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he offered.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Manager and the owner will be 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 would be 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.

A signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee

Parents/carers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the EYFS Welfare Requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre are:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Phone: 0300 123 1231 (*open 08:00 to 18:00, Monday to Friday*)

Email: enquiries@ofsted.gov.uk

These details are displayed on Nursery notice board.

If a child appears to be at risk, our Nursery follows the procedures of the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action. Ofsted will be notified of all formal complaints within 14 days.

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.