



Complaints & Compliments Policy:

The aim of this policy is to make parents and carers fully aware of what to do if they have a complaint or complement and what steps management will take to ensure the complaint is managed.

We believe children and their families 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 generally and we welcome suggestions on how to improve our services.

Comments

We welcome comments from parents about our setting and recognise parents are the prime educators of their child and that comments, whether negative or positive, about our setting are made with the child's interest at heart.

Positive comments are a good way for parents to let settings know their work is valued and appreciated, give everyone concerned the chance to build on good practice which promotes children's development, parents are encouraged to praise where appropriate.

Procedures

Many concerns can be resolved quickly by an informal approach to the Manager. However if this approach does not achieve the desired result the following procedures should be used.

How to Complain

A parent who is unhappy about any aspect of the Nursery's provision, concerns should first be raised with either Sarah or Bob's attention. At this stage the following information will be recorded:

- The nature of the complaint including date and time
- Action taken initially
- The subsequent action

We will investigate all written complaints accordingly and inform the complainants of the outcome of the investigation within 28 days of receiving the complaint.

Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.



If this does not have the satisfactory outcome within a given time frame, or if the problem re-occurs, the parent/carer should put their concerns in writing addressed to the Director.

If the problem is still not resolved to the parent's satisfaction, the parent/carer should again contact the Director. If the parent and director cannot reach an agreement, an external mediator will be appointed who is agreeable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action that has already been taken and suggest further ways in which the issue might be resolved. The mediator will keep all discussions confidential. They will keep an agreed written record of any meetings that are held and any advice which may be given.

The involvement of the mediator represents the final stage in the complaints procedure.

The role of the registering authority (Ofsted)

Details of how to contact OFSTED are available from the Nursery office and displayed in our reception area.

OFSTED Contact Details:

Piccadilly Gate

Store Street

Manchester

M1 2WD

Registration Number; EY426937

Telephone Number; 0300 123 1231

We make sure that our record of complaints is available to Ofsted.

In some circumstances, it will be necessary to contact the registering body regarding a complaint. Ofsted has a duty to ensure legislation and requirements are adhered to in order to encourage high standards.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Parents and the Nursery, that complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.

We will keep a written record of all complaints, recording the following:



- Name of person making the complaint.
- The EYFS Regulations to which the complaint relates.
- Nature of the complaint.
- Date and time of the complaint.
- Action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.
- A summary of the complaint to provide on request to any parent of a child for whom we act as a childminder and Ofsted.

Records will be kept for 10 years.