

Complaints Procedure

“Children’s behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs”

Statutory Framework for the EYFS

The policy includes information on:



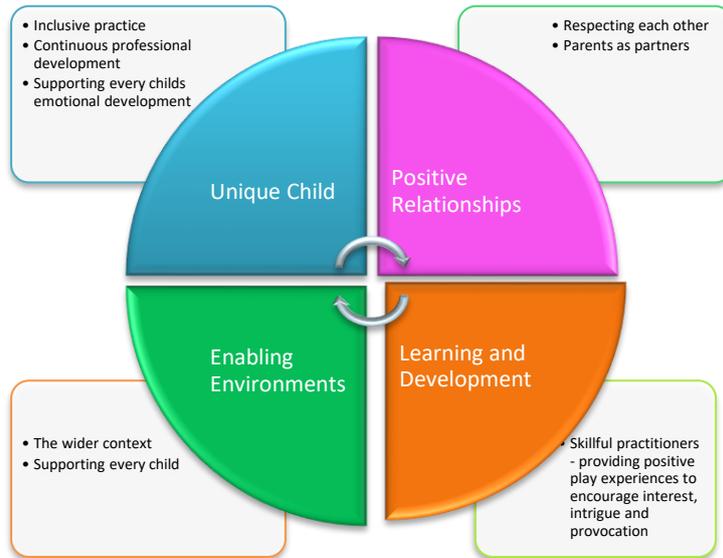
Policy Statement

The Meadows Nursery School has a high regard for all parental input, to ensure we are paying careful attention to the parent and children’s needs and wishes in a prompt and courteous manner. We openly 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 aim to resolve any concerns quickly and informally through the appropriate member of staff, however if this does not resolve the situation we have a set of procedures for dealing with the matter. It is always our intention to ensure all concerns are brought to a satisfactory conclusion for all parties involved.

The nursery provides many opportunities to informally raise concerns:

- @ Drop off and collection times
- @ through using the comments box in the parent area
- @ through parent consultations
- @ through meetings with the manager/proprietor

Our commitment to the EYFS:



Making a complaint:

We keep a log of all complaints made. Stage 1 complaints are logged on a 'summary log sheet' that can be found in the complaints folder. Any complaint that cannot be resolved through consultation with the parties involved, (stage 1), will require a 'complaints log sheet' to be completed, (stage 2 and beyond). These complaints are made available to parents and Ofsted inspectors on request.



We carry out the following procedures when a complaint is made:

STAGE 1 - Informal complaint

- Ⓢ Any parent, visitor, volunteer or student that has a concern about any aspect of the nursery's provision should arrange an informal meeting to discuss their concerns with the nursery manager.
- Ⓢ Most complaints will be resolved amicably and informally at this stage.
- Ⓢ A log of the complaint will be made on the 'summary log sheet,' which can be found in the 'complaints folder' in the main office.
- Ⓢ No written response will be made to the complainant at this stage.

STAGE 2 - Making an official complaint

- Ⓢ If stage 1 does not have a satisfactory outcome, or if the problem reoccurs, the parent, visitor, volunteer or student should put their complaint in writing to the manager and the owner (*if different*).
- Ⓢ If required we are happy to support parents in making a written complaint and can organise a time for the nursery manager to write a written report on their behalf. Where this is the case, the person making the complaint should sign and date the completed record.
- Ⓢ The nursery stores written complaints in a 'complaints folder' in the nursery office.
- Ⓢ If the complaint results in a detailed investigation the information will be transferred to a separate folder. This will be stored alongside the complaints folder in the nursery office.
- Ⓢ Once a letter of complaint has been received a written response will be made within 5 working days.
- Ⓢ Information from the nursery 'summary log' will be transferred to the 'complaints log sheet.' The information gathered on the 'complaints log sheet' following the investigations made by the nursery manager will be stored with the written complaint in the 'complaints folder.'
- Ⓢ When the investigation into the complaint is complete, the nursery manager will meet with the person who has made the complaint to explain the outcome.
- Ⓢ Parents will be informed of the outcome within 28 days of the initial complaint.

STAGE 3 - Objecting to the result of the official complaint

- Ⓢ If the parent, visitor, volunteer or student is not satisfied with the outcome they should request a meeting.
- Ⓢ A meeting will be arranged between the nursery manager and company director/owner.
- Ⓢ The parent, volunteer, visitor or student would be advised they can have a friend or partner present if required.
- Ⓢ A written record of the discussion will be made and all action points discussed recorded.
- Ⓢ All parties involved in the meeting will sign and date that they agree with the accuracy of the report. A copy will be given to all parties.
- Ⓢ The signed report indicates all parties are happy with the outcome and this signifies the matter has been resolved.

STAGE 4 - External Mediator

- Ⓢ If an agreement cannot be made from a formal discussion (as stated in stage 3), an external mediator that both parties agree to will hold a discussion.
- Ⓢ The external mediator will listen to both parties, review all documentation relating to the complaint and interview individual parties.
- Ⓢ The mediator has no legal powers but can help to define the problem, review the action and suggest further ways in which it might be resolved.

- Ⓢ All discussions and records will be kept confidential to those involved and written records will be kept of any meetings made, discussions had and advice given.
- Ⓢ When the mediator concludes their investigation, a final meeting between the parent, volunteer, visitor or student will take place.
- Ⓢ The aim of the meeting is to resolve the problem and reach a decision on the action to be taken to deal with the complaint.
- Ⓢ A record of this meeting, including the decision on the action should be made. All parties involved should sign and date the record in agreement that this concludes the complaint.

External Agency Support - Office for Standards in Education, Early Years Directorate (Ofsted) and the Local safeguarding Children Board

At any time in the process parents, volunteers, visitors and students can approach Ofsted directly where it is felt the setting has breached the registration requirements and the Welfare Requirements of the Early Years Foundation Stage framework.

Although we would always wish to resolve the matter amicably and informally we support you in contacting Ofsted:



TELEPHONE: 0300 123 1231

**The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

For further information about Ofsted's role as the regulator of childcare you can visit

www.ofsted.gov.uk/parents

These details and further information can be found in the parent area in the main entrance to the nursery school.

A complaint concerning a child at risk

If a child appears to be at risk or the complaint is directly related to the care and safety of a child, the nursery follows the procedures of the Local Safeguarding Children Board in East Sussex.

When a child is at risk the parent should inform the nursery manager promptly without delay. The nursery manager will follow the nursery school's procedures for 'safeguarding children.' The policy and procedures for safeguarding can be found in the policies and procedures folder, section 5 and located in the parent area at the nursery school. This process will involve Ofsted and the Local Authority Social Care team.

Records

Records of all complaints, written letters of complaint, formal complaint record forms and all records/evidence from investigations carried out is kept in the 'complaints folder' in the nursery office in a secure, confidential location.

The outcome of complaints is available for parents and Ofsted inspectors on request.

Positive feedback

Whilst we recognise our role in responding to complaints we also enjoy reading positive comments and written letters. If you feel the nursery school meets all of your expectations and provides the quality of care that we strive to achieve, please use the comment cards, located in the parent area to leave feedback.

Ofsted also log any positive comments you have about the nursery which can be made through the contact address on the previous page.

Policy last reviewed:

30th January 2019