

Complaints Procedure

Stramongate Nursery**Complaints Procedure**

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff.

Parents who are concerned about particular issues concerning our nursery should first discuss the matter with staff and the managers. In the majority of cases, this will continue to be the most effective way of dealing with matters of concern.

If this approach does not prove to be successful, parents may wish to consider pursuing a more formal complaint.

Where parents decide to make a more formal complaint they should submit this to:

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: (Ofsted) 0300 1231231

Parents are reminded that the formal procedures referred to above are intended to be used only after all reasonable steps have been taken to resolve complaints through discussion with staff at nursery.

Record of complaints

- A record of complaints against our setting 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.
- We make a thorough investigation of all written complaints. The investigation may be carried out by one of the nursery managers, the registered person or by one of the Trustees.
- We notify complainants of the outcome of the investigation within 28 days of having received the complaint.
- The outcome of all complaints is recorded in the Complaints File, which is available for parents and Ofsted inspectors on request.

Formal procedure for making a complaint

Stage 1

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- Any parent who has a concern about an aspect of the nursery provision talks over first of all his/her concerns with an appropriate person involved with the setting.
- 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 this stage of the procedure by putting the concerns or complaint in writing to the setting manager(s) and/or the trustees.
- For parents who are not comfortable with making written complaints, a manager may record the details and the parent may sign.
- When the investigation into the complaint is completed, the nursery manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery manager and a Trustee. The parent should have a friend or partner present if required.
- 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.

Stage 4

- If at the stage three meeting the parent and nurser 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.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the nursery personnel 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.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the nursery manager and the director 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.

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- 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. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
 - The number to call Ofsted with regard to a complaint is:
0300 1231231
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- These details are displayed on our setting's notice board.
 - If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our Local Authority.
 - In these cases, both the parent and nursery are informed and the nursery manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Policy reviewed by:

Elaine Cuthbertson, Business Manager, Stramongate Nursery

Date: 19th August 2024

Date for Review: 19th August 2025