

Complaints

Policy 12

General Principles:

- o This procedure is intended to allow you to raise a concern or complaint relating to the nursery, or the services that it provides.

- o An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

- o To enable a proper investigation, concerns or complaints should be brought to the attention of the nursery as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Seymour Road Nursery encourages parents and carers to share any concerns they may have regarding the running of the provision as soon as a problem or issue arises. We believe that dealing with a complaint at an early stage is the best way to prevent a problem from escalating. We would rather know about problems at an early stage so that they can be investigated and the necessary adjustments and improvements made.

The aims of this policy are:

- to set out the procedures to be used for making a complaint to the provision, either verbally or in writing
- to establish the procedures to be followed by the provision when dealing with a complaint
- to set out the procedures to be used when a complaint has been made directly to Ofsted about the provision.

Complaints procedure

1. All concerns and complaints will be recorded and dealt with courteously and promptly. A written record will also be kept of the outcome.
2. Confidentiality of those concerned in the complaint (adults and children) will be maintained, with only those who 'need to know' being aware of their identity.
3. Parents will be given a clear procedure as to how to complain which usually involves:
 1. talking to the child's key person about their concern, or

2. talking to the manager if the concerns are about the key person, and
3. agreeing a course of action.
4. If no agreement can be made then the parent should put the complaint in writing to us and we will then record the complaint and investigate it, keeping the parent informed. At all times we will seek to resolve the concern and agree a course of action with the parent.
5. Written complaints must be investigated and the outcome reported back to the complainant within 28 days.
6. Verbal complaints will also be recorded, considered and resolved promptly to reach a satisfactory outcome for both the complainant and the provision.
7. We would hope that we could resolve any issues. However, if the parent/ carer is not satisfied with the outcome they may wish to complain to Ofsted and we will ensure that parents have the contact details listed below.
8. Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate the provider will agree the appropriate course of action with Ofsted.
9. Records of complaints must include the date of the complaint, how it was made, the details of the complaint itself, who the made the complaint, the EYFS requirement to which it relates, how the complaint was dealt with and by whom, actions proposed or taken, outcome of the actions and they must be signed and dated by the staff member who completed the record.
10. If the setting becomes aware that they are to be inspected they must notify parents and/or carers. After an inspection the setting must ensure a copy of the report is accessible to all parents and/or carers of children attending on a regular basis.
11. Parents or carers who do not use English as a first language will be provided with an appropriate version of the complaints procedure that they can understand.
12. Parents or carers with sensory disabilities or special communication needs will be given the appropriate assistance to be able to understand the complaints procedure and register a complaint if they so wish.

To contact Ofsted, the details -

Applications, Regulatory and Contact (ARC) team

Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Or call Ofsted on 0300123 1231

You can write by sending an email - enquiries@ofsted.gov.uk

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