Complaints Policy
(Parent/Carers)

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 Nursery and will give prompt 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. It this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

Procedures
Under the Early Years Foundation Stage requirements all providers must put in place a written procedure for dealing with concerns & complaints from parents and or/carers and must keep a written record of any complaints and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request.

Stage One

Misunderstandings often arise through a simple breakdown in communication. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns about the running of the Nursery. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below.

Stage Two

Contact the manager and voice your complaint. They may deal with the complaint directly or call a meeting with other members of management and yourself, to discuss the complaint in detail. If a meeting is called the management will investigate the complaint within 10 working days. If the complaint involves another parent/child/staff member they may be asked to attend as well, to answer appropriate questions. Any witness to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be made.

Stage Three

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing (email office@archfieldhousenursery.co.uk) to the registered person (Rebecca Clevett). Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

We will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 10 working days. If there is any delay, we will advise you of this and offer an explanation. The registered person will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

The registered person will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The registered person will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If you are still unhappy

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 4666
Website: www.ofsted.gov.uk

Further Information

- A copy of the “Parents – Ofsted contact number” poster must be displayed on the notice-board of the registered provision.

- As a registered provider all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days of having received the complaint.

- Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.