

Complaints Policy

1. Introduction

- 1.1. We believe that our nursery provides good care and education for all our children, and that all staff work very hard to build positive relationships with all parents. However, the nursery is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the nursery follows in such cases.
- 1.2. If any parent is unhappy with the education that their child is receiving, or has any concern relating to the nursery, we encourage that person to talk to the child's Key Worker immediately.
- 1.3. We deal with all complaints in accordance with a set of procedures. If the nursery cannot resolve any complaint itself, those concerned can ask the Nursery Manager to intervene.
- 1.4. All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2. Aims and objectives

- 2.1. Our nursery aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and in all cases we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. The complaints process

- 3.1. The complaints procedure shall be available to the parents of pupils and prospective pupils at the nursery. It shall allow for complaint to be made and considered initially on an informal basis.



- 3.2. If a parent is concerned about anything to do with the education that we are providing at our nursery, they should, in the first instance, discuss the matter with their child's Key Worker. Most matters of concern can be dealt with in this way. All Key Workers work very hard to ensure that each child is happy at nursery, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- 3.3. Where a parent feels that a situation has not been resolved through contact with the Key Worker, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Nursery Manager. The Nursery Manager considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
- 3.4. Where the parents are not satisfied with the response to the complaint made as above, the nursery has an established procedure for the complaint to be made in writing.
- 3.5. A panel where at least three people have not been directly involved in the matters detailed in the complaint will hear the complaint within ten working days and will give a written reply within 10 working days after having received the complaint. One person on the panel will be independent of the managements and running of the nursery.
- 3.6. The parents may attend and be accompanied at the panel hearing if they wish.
- 3.7. The panel will make recommendations, a copy of which shall be given to the Complainant, the Nursery Manager and, where relevant, the person complained about. The Complaints Procedure provides for written records to be kept of all complaints in the COMPLAINTS FILE, including whether they are resolved at preliminary stage or whether they proceed to a panel hearing. The Nursery Manager will ensure that correspondence, statements and records of complaint are kept confidential except in so far as provided in paragraph 6(2)0 of the Education Independent Schools Standards) Regulations 2003 of the Education Act 2002.

4. Monitoring and review

- 4.1. The Nursery Manager monitors the complaints procedure, in



order to ensure that all complaints are handled properly. The Nursery Manager logs all complaints received by the nursery and records how they were resolved. This log is examined on an annual basis.

- 4.2. The Nursery Manager takes into account any local or national decisions that affect the complaints process, and make any necessary modifications to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

5. Nature of complaint

- 5.1. It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the child's best interests.
- 5.2. **In situations concerning alleged abuse the Safeguarding Children Procedures take precedence over the following complaints procedure.**
- 5.3. In the event of a complaint from staff, parents or children every effort will be made to respond quickly and appropriately and the following procedures will be followed.
- 5.4. *Complaints from Children:* If a child feels that s/he has cause for a complaint against other children or a member of staff the child should go to an adult in whom s/he has the confidence and talk through the complaint. If the adult feels it is appropriate the complaint should then be referred to the Nursery Manager.
- 5.5. *Complaints from Employees:* If an employee feels s/he has cause for a complaint toward another member of staff, or voluntary helper or parent then the complaint should be referred to the Nursery Manager.
- 5.6. *Complaints from Parents or Voluntary Helpers:* If a parent or voluntary helper feels s/he has a cause for a complaint towards another member of staff, or voluntary helper or parent then the complaint should be referred to the Nursery Manager.
- 5.7. All complaints will be recorded and dated in the COMPLAINTS FILE. If appropriate an ACCIDENT or INCIDENT REPORT will also be completed. After a



complaint has been resolved the final outcome will be written in the COMPLAINTS FILE. Any recommendation for changes in procedure will be made and noted against the Complaints Policy.

5.8. It is clearly understood that parents have the right to phone Ofsted if they feel they have not received a satisfactory response to their complaint: contact details are as follows.

5.9. For pupils below five years of age:

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD.
Tel: 03001231231.

5.10. For pupils above five years of age (in the first instance):

Department of Education
Castle View House
East Lane
Runcore
Cheshire
WA7 2GJ.
Tel: 0370 000 2288.

Depending on the nature of the complaint, they will direct you to the appropriate department or agency.

4 June 2012
Patricia Plater, Principal

