



Pre-School and Nursery

Complaints Policy

Approved by: Nick Gregory, Owner

Signed:

Date: 24th May 2023

Review Date: 24th May 2024

Policy statement

Intent

Our setting believes 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 through customer appraisals. We 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.

If this doesn't achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. Our Setting keeps a Complaints Log within our Office of all complaints. This is available to parents / carers as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent/carer who has a concern about an aspect of the nursery should firstly talk it over with the manager or owners
- Most complaints can 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/carer moves to Stage 2 of the procedure by putting their concerns or complaint in writing (letter or email) to the manager or the owners
- For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed with the manager or owners and signed by the parent
- All complaints from parents/carers or whoever, are stored as part of our Complaint log within the Management Folder. All complaints however, small or Large will be investigated by the manager/owner. Their findings will form part of the Complaint log for future reference.
- When the investigation into the complaint is completed, the manager/owner meets with the parents/cares to discuss the outcome this should be done within 28 days of receiving the complaint.

Stage 3

- If the parent / carer are not satisfied with the outcome of the investigation, he or she can request a meeting with the manager/owners. The parent/carer can 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. When the complaint is resolved at this stage, the summative points are logged in the Complaints Log.

Stage 4

- If at the Stage 3 meeting between the parent / carer and nursery cannot reach an agreement, the parent / carer will be advised that they can request help from Hampshire County Council or Ofsted to carry out an external investigation to help to settle the complaint.

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

- 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 statutory requirements of the Early Years Foundation Stage are met.

The address and telephone number of our Ofsted regional centre are:

- Ofsted; Manchester office. Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
- Ofsted Contact Number; 0300 1234666
- Hampshire Children's Services Emergency on 0300 555 1384
- These details are displayed on the nursery notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board. In these cases, both the parent and the nursery are informed and the manager/owners work with Ofsted and/or the Local Safeguarding Children Partners.

This policy was adopted by Little Munchkins on 24/05/2023

Signed on behalf of Little Munchkins:

Nick Gregory, Owner

Next review date: 24/05/2024