



Compliments and Complaints

EYFS: 3.75, 3.76,

At nursery we believe all parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We endeavour to make parents happy at all times with the service provided and we encourage parents to voice their appreciation to the staff.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services (this can be done in person to the nursery manager, via the family app or can be left in our suggestions box in the main entrance) Managers deal with all concerns professionally and promptly to ensure any issues are handled effectively. Our aim is to ensure the welfare of all children, enable an ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

Where we are unable to resolve a concern, we have a procedure to follow. If a concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If a parent should have a concern regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's Key Worker or Room Senior.

Stage 2

If the issue remains unresolved then parents should contact the Manager.

Concerns presented in writing as a formal complaint to the nursery Manager will be investigated and the outcome reported back to the parent within *10 working days*. The manager will document the complaint fully and the actions taken in relation to it in the complaints logbook.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the Manager, Parent/Carer and the Senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure. Parent/Carers can also request the presence of the Area Manager or Company Director.

Stage 4

If the matter cannot be resolved to their satisfaction, then Parent/Carers have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of the complaint is kept in the nursery office. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

Parents will also be informed if the nursery becomes aware that they are going to be inspected. After inspection, a copy of the report will be made available to parent/ carers of children attending nursery.