**Complaints Policy**

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. If this does not achieve the desired approach, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all the parties involved and a written response will be made of the outcome within 28 days of the initial complaint.

**Procedures**

We keep a summary log of all complaints that reach stage 2 or beyond. This is available to parents/carers as well as Ofsted inspectors.

Making a complaint

Stage 1

* Any parent/carer who has a concern about any aspect of nursery talks it over, first with his/her child’s Key person.
* Most complaints should 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 moves to this stage of the procedure by putting the concern or complaint in writing to the General or Deputy Manager.
* For parents/carers who are not comfortable with making written complaints there is a template for recording complaints available within the nursery which may be completed with the General or Deputy Manager and signed by the parent.
* The setting stores written complaints from parents/carers in the child’s personal folder. However, if the complaint involves a detailed investigation, the General or Deputy Manager may wish to store all information relating to the investigation in a separate file designating to this complaint.
* When the investigation into the complaint is completed, the General or Deputy Manager meets with the parents/carers to discuss the outcome.
* When the complaint is resolved at this stage, the summative points are logged in the complaint’s summary record.

Stage 3

* If the parent/ carer is not satisfied with the outcome of the investigation, he/she requests meeting with the General or Deputy Manager. The parent/carer should have a friend or partner present if required and the General and Deputy Manager should have the support of another senior member of staff.
* An agreed written record of the discussion is made as well as any decision or action to take as a result. All 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 complaint’s summary record.

Stage 4

* If at the stage three meeting the parent/carer and the setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the actions so far and suggest further ways in which it may be resolved.
* The mediator keeps all discussions confidential. He/she can hold separate meetings with the setting and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meeting that are held and of any advice he/she gives.

Stage 5

* When the mediator has concluded his/her investigations, a final meeting between the parent/carer and the settings General and Deputy Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator’s advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
* A record of this meeting including the decision on the action to be taken is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
* Parent’s /carer’s may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the settings registration requirements it is essential to involve Ofsted as the registering and inspection body with a duty to ensure that Welfare Requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted regarding a complaint is: 0300 1231231

These details are displayed on our nursery Safeguarding notice board in the reception.

The address is:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

* If a child appears to be at risk, our nursery follows the procedures of the Safeguarding Partnership/MK Together
* In these cases, both the parent/carer and nursery are informed and the General and Deputy Manager works with Ofsted or the Safeguarding Partnership/MK Together to ensure proper investigation of the complaint, followed by appropriate action.

**Records**

* A record of complaints against our setting and/or the children and/or the adults working in our nursery is kept, this information includes the date, the circumstances of the complaint and how the complaint was managed.
* The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents/carers and Ofsted inspectors on request.