

4

Complaints Procedure

The Athelstan Nursery is committed to providing safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Stage one

If a parent/carer has a complaint about some aspect of the setting's activity, or about the conduct of an individual member of staff, it will be possible to resolve the problem simply by speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents and Carers policy, the setting is committed to open and regular dialogue with the parents/carers and the setting welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then stage two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of their complaint should be included.

The setting will acknowledge receipt of the complaint as soon as possible - within three working days at least - and fully investigated the matter within 21 working days. If there is any delay, the setting will advise the parent/carer of this and offer an explanation. The Manager will be responsible for sending them full and formal response to the complaint.

If the Manager has good reason to believe that the situation has safeguarding implications, they should inform the designated safeguarding lead and ensure that the local Social Services department is contacted, according to the procedure set out in the safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police. Ofsted will be informed as soon as is practicable.

The formal response to the complaint from the setting will be sent to the parent/ carer concerned 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 the setting's policies emerging from the investigation.

The Manager will arrange a time to meet the parent/ carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the setting's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/ carers remain dissatisfied with the response they have received, the original complaint along with the setting's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/ carers concerned within 15 working days.

Making a Complaint to Ofsted

Any parent/ carer can, at any time, can submit a complaint to Ofsted about any aspect of the registered provision. Ofsted will consider and investigate all complaints received. Details on Ofsted's contacts are also displayed in the setting on the parent noticeboard in the cloakroom.

The contact number for OFSTED is 03001231231

Nursery Manager: _____ Committee: _____

Policy Date: _____ Review Date: _____