



# Heaven Sent Day Nursery

## Complaints and Compliments Policy November 2022

Approved by *Governors*: November 2022

Review date: November 2024

## **Heaven Sent Day Nursery Complaints and Compliments Policy**

At **Heaven Sent Day Nursery** we strive to provide the highest quality of care and education for our children and families and believe that all parents\* are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable on-going cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our \*Safeguarding/Child Protection Policy.

### **Internal complaints procedure**

We expect concerns to be raised within a timely manner (usually within three months of the incident).

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

#### **Stage 2**

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the

fulfilment of the EYFS requirements and report back to the parent within **10 working days**. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book.

(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 within 10 working days from the conclusion of stage 2 between the manager, parent and a 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.

### **Stage 4**

If the complainant is dissatisfied with the response from Stage 3 they should be advised to put their complaint in writing to the Chair of Governors for consideration at Stage 4 of the procedure within 10 working days using the complaints form.

The complainant must ensure that they include details of why they are still dissatisfied with the decision, the recommendations and actions of the Stage 3 complaint and what they require to resolve the matter. They may also attach any evidence to support their concerns that can be additional to that submitted at Stages 1, 2 and 3.

The Chair of Governors must write to the complainant within 5 days of receipt of the complaint to acknowledge this. The letter should state that another letter will follow within 20 school days setting out the actions taken to investigate the complaint and the findings.

### **Stage 5**

If the matter cannot be resolved to their satisfaction, then parents 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 complaints will be kept in the nursery. 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; 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](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

By post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>



# Heaven Sent Day Nursery

## Complaints Form

Your name:

Child's name:

Your relationship to the child:

Your address and postcode:

Your daytime telephone number:

Your evening telephone number:

Your email address:

Your complaint is... (Include details of actions already taken by the school/Trust to try to resolve the situation)

What action have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?)

What would you like as an outcome from your complaint?

Are you attaching any paperwork? If so, give details here

Your signature..... Date .....

Please complete and return to the school office

School use:

Date received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by

All functions of the complaints procedure must adhere to the requirements of the Data Protection Act 1998 and the Freedom of Information Act 2000.