



COMPLAINTS POLICY AND PROCEDURE

STATEMENT

East Harptree Nursery (“EHN”) 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 the 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 result, we have a set of procedures for dealing with concerns.

POLICY

We aim to bring all concerns about the running of the nursery to a satisfactory and timely conclusion for all the parties involved.

PROCEDURE

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

- Any parent/carer who is uneasy or concerned about an aspect of the nursery’s provision firstly talks over their concerns with the Nursery Manager.


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 the concerns or complaint in writing to the Nursery Manager. All complaints will be answered within 14 days.
- Complaints will then be entered onto a complaint form.
- It is anticipated that Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent/carer requests a meeting with the Nursery Manager or a Trustee, or one may be offered. An agreed written record of the discussion is made, and this is followed up in writing by way of a letter.
- This record signifies that the procedure has concluded if all parties concerned are satisfied that this is the case.

Stage 4

Date written: September 2022	Written by: Jess Sheldon / Trustees
Reviewed: September 2023	Signed by Trustees: 
Next review date: September 2024	



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- If at the Stage 3 meeting the parent/carer and Nursery Manager and/or Trustee of EHN cannot reach agreement, the parent/carer can request in writing further investigation by another Trustee.
- Another Trustee who has not directly dealt with the complaint in the preceding stages will review the details of the complaint and decide whether or not they are in agreement with either party.

Stage 5

- A final meeting between the parent, Nursery Manager and the Trustee (which Trustee – the first or the second?) is held. The purpose of this meeting is to reach a decision on any further action to be taken to resolve the complaint.
- A record of this meeting, including the decision on any action to be taken, is made. An agreed written record of the meeting is confirmed in writing by way of a letter to the complainant. This would signify that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted)

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the requirements of the EYFS are being adhered to.

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


Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD Tel: 0300 123 1231

Where Ofsted investigate a complaint, a summary will be published on the Ofsted website if an action has been raised.

If a child appears to be at risk, our nursery follows the procedures set out in our Child Protection policy. In these cases, both the parent and nursery are informed, and the Nursery Manager works with Ofsted and the local authority (Social Services Advice and Assessment Team and Child Protection Unit) to ensure a proper investigation of the complaint followed by appropriate action. We inform the local authority Safeguarding & Welfare Officer of all such complaints.

Records

A record of any complaints against EHN and/or the children and/or the adults working in the nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The complaints log and subsequent materials relating to complaints are kept on file for three years or until the next inspection at the setting.

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Parents and professionals can look at individual records of complaints documented on the Ofsted recommended pro-forma but may not look at confidential material including actual complaints in writing from parents or the complaints log/summary of complaints, as this would breach confidentiality.

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