

## **9. Making a complaint**

### **Policy**

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

### **Procedures**

All nurseries are required to keep a log' of all Complaints that reach stage two or beyond. This is to be made available to Ofsted inspectors upon request.

#### *Making a complaint*

##### Stage 1

- Any parent who has a concern about an aspect of the nursery's provision talks over, first of all, his/her concerns with the nursery leader.
- 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 concerns or complaint in writing to the nursery owner.
- The nursery stores written complaints from parents in the child's personal file and in the Complaints Log. However, if the complaint involves a detailed investigation, the nursery manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the nursery manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

##### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the nursery Owner. The parent should have a friend or partner present if required and the Owner should have the support of the setting Manager or Deputy in their absence.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the

record and receive a copy of this report. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Record.

#### Stage 4

- If at the stage three meeting the parent and nursery cannot reach an 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 action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the nursery personnel (nursery leader) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the nursery manager/ owner. 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.
  - Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the Nursery's Registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
  - The number to call Ofsted with regard to a complaint is:
  - 03001231231
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- These details are displayed on our nursery's notice board.