15. Complaints Policy

Policy statement

Our nursery 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 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 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 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

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 lead practitioner.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

Stage 2

- If this does not have a satisfactory outcome the parent puts the concerns or complaint in writing to the nursery lead practitioner and the chair of the Trustees
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by the lead practitioner and signed by the parent.
  - If children are going on outings, and there is a child with a risk assessment, there must be a member of staff who is fully informed about the child's needs and/or medication.
- The nursery will carry out an investigation into the complaint.
- When the investigation into the complaint is completed, the nursery lead practitioner 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, which is made available to Ofsted on request
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Stage 3

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the nursery lead practitioner and the chair of the Trustees

- . The parent may have a friend or partner present if they prefer and our lead practitioner should have the support of the management team
- An agreed written and signed 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 it.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
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Stage 4

- If at the stage three meeting the parent and nursery cannot reach an agreement, an external mediator can be 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Early years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. They can hold separate meetings with our staff 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.
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Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent and the lead practitioner and chair 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.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local

Safeguarding Children Board or local safeguarding partners and the Information

Commissioner's Office.

- 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.
- To call Ofsted with regard to a complaint Tel: 03001231231: or write to Ofsted National Business Unit, Piccadilly Gate, Store St. Manchester M1 2WD
- These details are displayed on our nursery's notice board.
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- If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board or local safeguarding partners.

- In these cases, both the parent and nursery are informed and the nursery leader works with Ofsted or the WFSCP or local safeguarding partners. To ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at the nursery. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Records

A record of complaints against our nursery and/or the children and/or adults working in our nursery is kept for at least three years, including 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 and Ofsted inspectors on request
- Ivegill nursery must notify complainants of the outcome of any written complaints within 28 days

This policy was reviewed and readopted: July 2025

Signed Samantha Irving Chair

Review date: July 2026 .