



Complaints Policy

This policy represents the agreed principles for complaints in the Nursery. All Nursery staff, representing Jack in the Box Nursery have agreed this policy.

At Jack in the Box, we aim to provide the highest quality education and care for all our children. We provide a warm welcome to each individual child and family and offer a caring environment where all children can learn and develop to become curious independent learners within their play.

Please read this policy in conjunction with our Data Protection policy for the information collected by Jack in the Box, the professionals this information may be shared with and the retention periods this data is held for.

Making concerns known

We believe children and parents/ carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We work in partnership with parents and the community generally and we welcome suggestions on how to improve our nursery at any time.

A parent/ carer who is uneasy about any aspect of the group's provisions should first talk over any worries and anxieties with **Susan Goodbrand**.

Most complaints should be resolved informally at this initial stage.

If the matter reoccurs or is unresolved to the parents/ carers satisfaction, the parent/ carer should put the concerns or complaint in writing and request a meeting with the nursery owners if they feel the setting is not fulfilling the Early Years Foundation stage (EYFS) requirements. Jack in the Box will notify the parents/ carers who made the complaint of the outcome of the investigation within 28 days of having received the complaint. Both parents/ carers and owners may have a friend, relative or partner present if required and an agreed written record of the discussion should be made, which will be made available to Ofsted.

If the matter is unresolved to the parents'/ carers' satisfaction, the parents/ carers should again contact the owners. If parents/ carers and owners cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the nursery school will be available to act as mediator if both parties wish.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. She/ he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice, she/he has given.

Jack in the Box Complaints Policy
Complaints will be filed for three years.

The role of the registering authority

In some circumstances, it might be necessary to bring in the local authority registration inspection unit (Ofsted), who have a duty to ensure laid down requirements are adhered to and with whom Jack in the Box Nursery School works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and Nursery would be informed to ensure a proper investigation of the complaint, followed by appropriate action.

OFSTED involvement

A parent has the right to contact the Ofsted helpline if they so desire. Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action, which was taken, as a result of each complaint.

There are several local officers who represent the Hertfordshire area you can contact them on: 03001234666 / enquiries@ofsted.gov.uk

The address is: Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way, that respects confidentiality.

This policy was adopted by the managers and staff in September 2024

Signed on behalf of Jack in the Box

Managers Signature:.....

Staff Signatures: