

Complaints Policy

Statement of intent

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.

Aim

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

Methods

To achieve this, we operate the following complaints procedure. All nurseries are required to keep a 'summary log' of all complaints that reach Stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors. The Nursery maintains a file for complaints which is kept in the office during the day and in a locked cupboard when Nursery is closed.

Making a complaint

Stage 1

Any parent/carer who has a concern about an aspect of the nursery's provision talks over, first of all, his/her worries and anxieties with the nursery manager Jean Catley or in her absence the deputy manager Steve Catley.

Most complaints should be resolved amicably and informally at this stage. Records of Stage 1 complaints are recorded in the daily log.

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.

Plume Avenue Nursery,
United Reformed Church,
18 Plume Avenue, Colchester, Essex, CO3 4PQ
Telephone : 01206 579458

For parents who are not comfortable with making written complaints, assistance is available from the person in charge and signed by the parent.

The nursery stores written complaints from parents in the nursery's complaints file. 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/carer 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 recorded in the complaints file.



Stage 3

If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery manager. The parent/carer should have a friend or partner present if required and the manager should have the support of the deputy manager.

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 it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged recorded in the complaints file.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

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 Safeguarding and Welfare Requirements are adhered to.

The telephone number of our Ofsted regional centre is : **0300 123 1231**

These details are displayed on our nursery's notice board.

If a child appears to be at risk, our nursery follows the procedures of the LADO (Local Authority Designated Officer).

In these cases, both the parent/carer and nursery are informed and the nursery manager works with Ofsted or the LADO (Local Authority Designated Officer) to ensure a proper investigation of the complaint, followed by appropriate action.

Records

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the complaints file which is available for parents and Ofsted inspectors.

