

Complaints policy



Safeguarding and Welfare requirements:

Complaints – 3.74, 3.75

Information for parents and carers – 3.73

If a parent or carer has an issue involving either their individual child or the Nursery as a whole, they should in the first instance raise the issue with either their child's Key Worker or the Centre Manager at the Childcare Centre / the Deputy Manager.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach the Nominated Member of the College Senior Management Team (Mark Nettle) or Ofsted (see below)

In the first instance every effort will be made to resolve any matters within the setting of the Nursery.

Complaints record:

The Centre must make a written record of any written complaint, any action taken and outcome and provide a summary to the complainant within 28 days.

Records of complaints must be made available to Ofsted on request.

Complaints records should include information on:

- The EYFS Statutory Framework (Revised) to which the complaint relates
- The nature of the complaint
- How the complaint was dealt with.
- Who dealt with the complaint.
- Any actions taken or proposed to take as a result of the findings
- Copy of the outcome and any related documentation associated with the complaint.

Complaints procedure:

- a) A matter relating to an individual child should be discussed between the parent/carer and the Centre Manager
- b) Should the matter not be resolved, the Centre Manager will provide the parent with a copy of the complaints form to be completed and returned to the centre. The Centre Manager / Senior on site will record acknowledgment of the form and refer it to our Nominated member of the College's SMT (Mark Nettle). They will then meet with all parties concerned
- c) If the matters raised concerns a general or policy issue, again it should first be raised with the Centre Manager, who will report it to the nominated member of the College's SMT (Mark Nettle) for consideration. Should an approach on general or policy matters be made via the Key worker or other member of the Nursery staff it will be reported to the Centre Manager and/or the nominated member of the College's SMT (Mark Nettle) for consideration.

- d) Should the matter remain unresolved following the above procedures we will appoint an investigating Senior Manager and appeal to the Principal if needed.

The Childcare Centre must share an account of the findings of the investigation and action, if any, that has been taken or intended to be taken as a result of the investigations with the complainant. This must be done within 28 days from the date the complaint was made.

Help from Ofsted

If parents/carers are not satisfied with the responses they have received, Ofsted may be able to help.

Parents/carers can contact Ofsted at any point during the complaints procedure.

Ofsted can investigate complaints about the work of a nursery as a whole, but are not in a position to investigate any matter that relates only to individual children.

If the concern is about the **safety of a child** or a **child protection** issue, please call 0300 123 2224

The matter will be referred to a safeguarding team. They may refer the matter to social care, or to the police.

The Childcare Centre is registered with Ofsted

The Centre's registration number is: 142750

Ofsted's helpdesk is open from 8am to 8pm Monday to Friday. The helpdesk can be contacted by telephone on 0300 123 1231, or by email (enquiries@ofsted.gov.uk)

The adviser on the helpdesk will discuss concerns, will advise on whether to make a complaint to Ofsted in writing, or suggest other ways in which concerns can be pursued.

To make a complaint to Ofsted, write to:

Ofsted,
Piccadilly gate,
Store Street,
Manchester M1 2WD.

Tel 0300 123 1231

or email: enquiries@ofsted.gov.uk or complete an online complaint form: <http://live.ofsted.gov.uk/onlinecomplaints/>.

Any complaints registered with Ofsted can be viewed by request at the Childcare Centre Reception

Policy updated January 2016