

# **Asmall nursery And out of School Care**

## **Making a Complaint**

Safeguarding and Welfare Requirements: Information and records  
Providers must put in place a written procedure for dealing with concerns and complaints from parents or carers.

### **Policy Statement:**

**At the provision we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of 10 years. A summary of complaints is available for parents on request.**

**The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other members from the management committee will investigate the matter. Any complaints received about staff members will be recorded on the complaints log. Any complaints made will be dealt with in the following manner:**

### **Stage one**

#### **Complaints about aspects of provision activity:**

- **The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution**

#### **Complaints about an individual staff member:**

- **If appropriate the parent will be encouraged to discuss the matter with staff concerned**
- **If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution**

### **Stage two**

**If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:**

- **Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days**

- **Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the provision's practices or policies as a result of the complaint**
- **Meet relevant parties to discuss the Provision's response to the complaint, either together or on an individual basis.**
- **If a complaint has reached this stage then the details and procedure followed up to date will be reported to the Management Committee.**
- **If a parent has a complaint relating to the Manager then they are at liberty to make this to the Management Committee.**

**If Safeguarding issues are raised, the manager will refer the situation to the Provision's Child Protection Officer, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy.**

### **Stage 3**

**If parents feel the complaint has still not been dealt with accordingly parents can write to the Management Committee explaining their concerns and a meeting will be arranged.**

### **Making a complaint to Ofsted**

**Any parent or carer can submit a complaint to Ofsted about the provision at any time. Ofsted will consider and investigate all complaints.**

**Ofsted's address is: Ofsted, 26-32 Store St, Manchester M1 2WD**

**Telephone: 0300 123 1231 (general enquiries)**

**0300 1234234 (complaints)**

**Complaints record attached.**