



COMPLAINTS PROCEDURE

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

Stage 1

Any parent who is uneasy about an aspect of the Nursery provision should discuss their anxiety with our Nursery Manager and or the child's keyworker. If an allegation is made against the Nursery Manager then the complaint should be discussed directly with the Chairperson of the Committee who will then start proceedings.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer should put the complaint in writing to the Nursery Manager and the Chairperson of the Committee.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2

Stage 3

1. The parent / carer requests a meeting with the Nursery Manager and the Chairperson of the Committee. Both the parent and the Manager should have a friend or partner present if required. An agreed written record of the

discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.

2. This signed record signifies that the procedure has concluded.

Stage 4

1. If at the Stage 3 meeting an agreement can't be reached, an external mediator would be invited to help 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 to define the problem, review the action so far and suggest further ways in which it might be resolved
2. Staff or volunteers within the Pre-School Learning Alliance are appropriate persons to be invited to act as mediators.
3. The Mediator keeps all discussions confidential. S/he can hold separate meetings with the Nursery personnel 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.

Stage 5

1. When the mediator has concluded their investigation, a final meeting between the parent/carer and the Manager / Chairperson is held, the purpose of which is to reach a decision on the action to be taken. The mediators advice is used to reach this conclusion. The mediator is present if all parties feel that this would be helpful.
2. A record of this meeting, including a decision on the action to be taken is made. Everyone present at the meeting signs the record and receives a copy. This signifies that the procedure has been concluded

The Role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre is:

Early Years
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
0845 601 4771

These details are displayed on our Nursery Notice Board.

If a child appears to be at risk, our Nursery follows the procedures of the Area Child Protection Committee in our local authority.

A record of complaints against our Nursery and/or the children or adults is kept, including the date, the circumstances of the complaint and how the complaint was managed, this is available to parents/carers on request.

This policy was adopted at a meeting of The Robin Nursery Committee

Held on

Date to be reviewed

Signed on behalf of the Nursery

Name of signatory (Chairperson)