

Policy reference: 14

We recognise the importance of relationships between all our parents/carers and staff based on mutual respect, trust and honesty. We acknowledge the importance of parent's contributions to our services, as the primary educator of their children.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children as well as enable ongoing cooperative partnerships with parents and to continually improve the quality of the nursery provision.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our *Safeguarding/Child Protection Policy.

Complaints procedure

Stage 1

If any parent has cause for complaint or any queries regarding the care or early learning provided by the Nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue is not resolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within twenty-eight days. The manager will document the complaint fully and the actions taken in the complaints log book. *(Most complaints are usually resolved informally at stage 1 or 2.)*

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to confirm agreement and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the Nurseries registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes the requirements are not met.



I Can Day Nurseries Complaints Procedure



A record of complaints will be kept in the nursery. The record will include the name of the complainant (where applicable), the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met.

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

0300 123 1231

enquiries@ofsted.gov.uk

Policy Approval Date	Approved By	Signature	Implementation Date	Review Date

Policy Review Date	Reviewed By	Signature	Implementation Date <small>(if changes made)</small>	Review Date