



King Offa Nursery **Complaints Procedure**

We are committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. At King Offa Nursery we provide an outstanding and high-quality service however we acknowledge at times parents/carers may be dissatisfied and require the use of this procedure. In circumstances such as these, we aim to reflect on the incident and respond appropriately.

This policy constitutes the Nursery's formal Complaints Procedure. It will be displayed on the premises at all times.

The Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation (Natasha Baker/Laylee Pocock). All complaints made to staff will be recorded in detail in the Complaints Log. The Complaints Log will have information on any complaint made to the nursery, and the procedure that took place as a response. All information is confidential however an anonymised copy is available to any parent/carer who may ask to see it. This is including Ofsted and other governing bodies.

The nursery takes the views and feedback of parents seriously. Within the hallway there is a communication book where parents can also view their feedback.

Stage One

If a parent/carer has a complaint about some aspect of the Nursery's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. The Nursery is committed to open and regular dialogue with parents/carers and we welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached, and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. This will then be placed in the complaints folder.

The Nursery will acknowledge receipt of the complaint as soon as possible – within three working days at most – and fully investigate the matter within 28 working days. If there is any delay, we will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Safeguarding Leads (DSL) and Head Teacher and ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Nursery will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for resolving the complaint and for any amendments to the Nursery's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Nursery's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Nursery's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

*Office for Standards in Education (Ofsted)
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231 (Helpline)*

0300 123 4666 (Childcare complaints)

(Reviewed: April 2024, next review September 2024)