

Complaints Policy

Rationale

Little Whits nursery aims to provide the highest quality care and education for children attending the nursery by holding the principles of the Helping Children Achieve More at the heart of its work. We will endeavor to ensure children are happy during their time at Little Whits nursery and that parents and carers are pleased and satisfied with the quality of the nursery. Little Whits nursery will listen and take seriously any concerns or issues raised by parents and take appropriate steps to resolve any problems.

Little Whits nursery has written this policy to ensure that best practice and procedures are carried out at the nursery. This policy complies with the legal requirements of the Statutory Framework for the Early Years Foundation Stage and Safeguarding and welfare Requirement.

Implementation of the Policy

Little Whits members of staff will be responsible for managing complaints on a daily basis. If a complaint is made against a member of staff or key worker, the nursery Manager will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Folder using an Incident Log Report Sheet.

This policy constitutes the nursery's formal Complaints Procedure and will be available from the nursery Manager upon request.

Stage One

- In the event of a complaint by a parent or carer regarding an aspect of the nursery's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.
- The nursery is committed to an open-door policy with parents and welcomes comments about the quality of the nursery and services. Any negative points will be acted upon and necessary actions agreed and carried out immediately.
- In the first instance of a concern arising, parents and carers are required to speak directly with the relevant member of staff; if it is not viable to speak to the member of staff the nursery Manager should be consulted. The nursery Manager will seek to resolve the problem with the parent in a calm and professional manner. If the situation is not resolved to the satisfaction of the complainant Stage Two of the procedure will come into operation.

Stage Two

- If Stage 1 procedures have failed to produce a resolution to the complainant should put the issues in writing to Michelle Cane and be sent to: The Clubhouse, Croham Manor Road, South Croydon, CR2 7BG.
- Little Whits nursery will acknowledge receipt of the complaint within five working days in writing to the complainant. The complaint will be fully investigated within 10 working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, the nursery will advise the parent or carers of this and offer an apology and date for an expected reply and resolution.
- If the Manager believes that the issue has Safeguarding implications, they must inform the designated Safeguarding Officer immediately according to the procedure set out in the Safeguarding Policy. Who will in turn contact LADO for advise.
- If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police.
- The written response to the complaint will be sent to the parent/carer concerned and copied to all relevant members of staff. The response will include the conclusion to the full investigation and any amendments to the nursery's policies, practices or procedures to prevent the situation arising in the future.
- The nursery Manager will offer to meet the parent or carer concerned to discuss the complaint and the nursery's investigation and conclusion.
- At all times the nursery and Management will seek to re-establish a positive and constructive relationship with the complainant.

Making a Complaint to OFSTED

If a parent or carer does not feel that the investigation satisfactorily answered their complaint they can submit a complaint to OFSTED.

The OFSTED regulator for Little Whits nursery is: OFSTED, Picadilly Gate, Store street, Manchester, M1 2WD. 0300 123 1231

Any complaints received will be kept in a Complaints Record file kept on the nursery premises.

Date written July 2021

Due for review July 2022