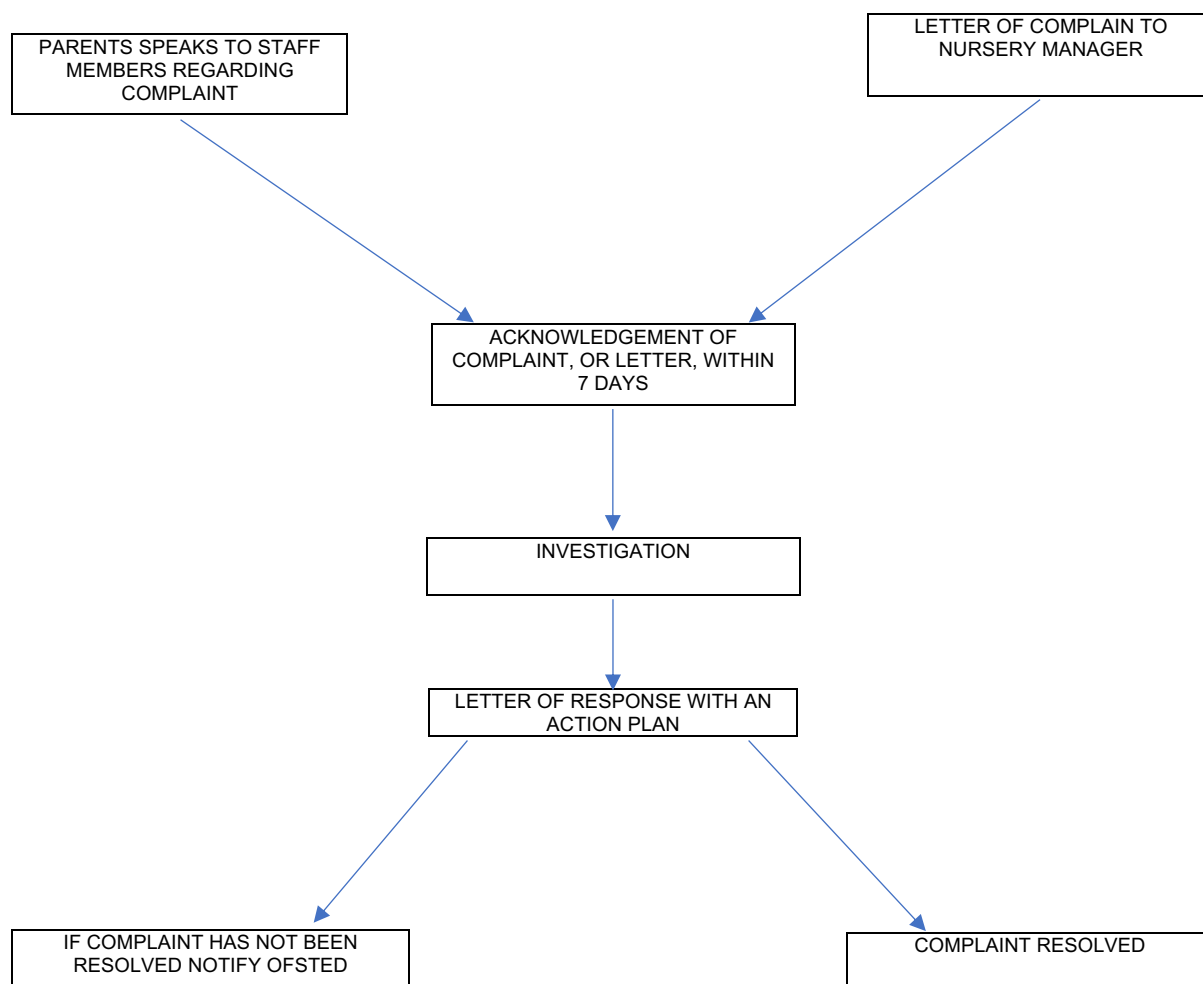


Complaints Procedure Policy

The outcome of all complaints is recorded in the Summary Complaints Record file and is available for parents and OFSTED inspectors on requests.



OFSTED Complaints & Enforcement Team can be contacted by telephone or in writing to:

Complaint Investigation Enforcement Team 0300 123 1231

OFSTED

The National Business Unit, The Royal Exchange Buildings 5th, 6th, & 7th Floor, Piccadilly Gate Store Street,
Manchester M1 2WD

This policy was adopted on	Signed on behalf of the nursery	Date for the next policy review
20/05/24	L Wolstenholme	01/10/25

Making a complaint

Whilst aiming to achieve the highest standard of care and education for children attending Abberley House Nursery, and to foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Our setting 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 setting and will give prompt and serious attention to any concerns about the running of the setting. 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. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

In the first instance, any parent who has a concern about a certain aspect of the settings provision discusses, his/her concerns with the setting leaders / managers. Hopefully, this will be sufficient to resolve the matter, if not, then a complaint form can be issued, filled in and handed to the office/management team. A meeting will then be arranged after the complaint has been investigated in full and will discuss the outcome. If you are still not satisfied with the outcome, then another meeting with all managers and a witness of your choice will be arranged.

Written records will be taken at the meeting and all persons in attendance will sign the written records. If we can still not resolve the situation, then an external mediator will be invited (acceptable on both sides). Throughout this process, the discussions will be kept confidential.

A final meeting will be called with the mediator to reach a decision on the action to be taken to deal with the complaint. Written records will be taken, and all those present will sign and receive a copy. At any stage of this process, parents are within their rights to approach Ofsted directly. Ofsted's complaints & Enforcement Team can be contacted by phone or in writing at the address above.

The outcome of all complaints is recorded in the summary complaints record file and is available for parents and OFSTED inspectors on requests. In the event of a parent/carer wanting to complain about a member of staff or an incident at Abberley House, we would follow the following guidelines.

- Speak to a member of staff, or directly to management, giving as much information as possible.
- If it is discussed with a member of staff, then they will report the complaint to the manager/owner and complete a complaint form immediately.
- The manager/owner will confirm receipt of this within 24 hours.
- The complaint will then be investigated, and an action plan will be drawn up to address the issue.
- Once made aware of the complaint, the manager must record the complaint keep a record on file.

Complaints Procedure Policy

Should parents feel they cannot speak to a member of staff; the complaint can be written and sent to the manager/owner direct.

Parents



Ofsted registers and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements that relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 1 September following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can ring

0300 123 1231

Or you can write to us at:
Applications, Regulatory and
Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

If you would like more information about Ofsted's role as the regulator of childcare, you can visit our website:
www.ofsted.gov.uk/early-years-and-childcare

If you would like information about the availability of childcare in your local area, please visit the following link to find your local Family Information Service (FIS):
<http://findyourfis.familyandchildcaretrust.org/kb5/findyourfis/home.page>

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