



Complaints Policy

At **Little Discoverers** we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. It is of paramount importance that the Nursery runs smoothly and that both parents and staff work together in a spirit of co-operation in the best interests of the children and their families. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should raise it with the manager.
- Where a complaint or concern is made to a member of staff, manager of nursery or assistant manager should be informed immediately.
- If a satisfactory conclusion is not achieved then an appointment should be made with the manager or assistant manager of the nursery.
- If this is still unresolved parents would be asked to put a formal complaint in writing.
- The manager/assistant manager of Nursery will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the concern raised.
- All written Complaints will be recorded and dated in the compliments and concerns section of the parent and professional voice folder.
- When a written complaint is resolved this will be recorded including a staff signature and date. If a complaint has not been resolved further details will be recorded in the complaints book.
- The whistle blowing policy will be followed if there is a complaint by a member of staff.
- Blackburn and Darwen Borough Council policies will be followed in the event of a complaint against a member of the Governing body.
- If a satisfactory conclusion is still not reached then a complaint, in writing, can be made to the manager of Early Years and Extended Services, Blackburn and Darwen Borough Council.
- If a complaint refers to a child protection issue then the safeguarding policy will be followed.
- If a complaint is made against a member of staff, where required the staff capability and disciplinary policy will be followed.



We record all compliments and share these with staff. 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, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

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.

Internal complaints procedure

Stage 1

If any parent should have cause for concern 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 remains unresolved 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 between 5 and 28 days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting 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 agree it 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. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact 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 nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, 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.



Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

By post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

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