



## Complaints Policy



All staff will be made familiar with the complaints procedure of the nursery. It is very important that they all know how to advise parents who may wish to make a complaint, as well as how to make a complaint themselves.

It can often be difficult to differentiate between a concern, a problem and a complaint, but whichever category is correct the staff recognise that it needs to be addressed.

All complaints will be investigated fully, fairly, efficiently and speedily. And complainants will be kept fully informed of the progress of their complaint at all stages. It shall be up to the Managers' discretion to decide whether the gravity of an anonymous complaint warrants an investigation.

All complaints, however small, will be dealt with discreetly and professionally.

Ofsted's poster on how to make a complaint to them and who to contact will be displayed in our reception area outside the office.

### **Procedure for investigating complaints**

The nursery will adhere to the following procedure when a complaint is made by either a parent/carer or a member of staff. As a complainant, you have the right to take your complaint directly to Ofsted at any time for them to undertake their own investigation. You may also take your complaint directly to Ofsted if you remain unsatisfied with the outcome of the nursery's investigation. The contact details for Ofsted are detailed at the end of this document.

1. The first stage of making a complaint is the informal stage. Any parent/carer making a complaint involving their child and the nursery should, in the first instance, discuss the concern with their child's key worker. If they feel their complaint is more serious they can contact the Manager directly.
2. If they feel unable to approach either, perhaps because of the nature of the complaint, then they must make the complaint directly to the Company Director, Rachel Wootton. Such a complaint may be made verbally or submitted in writing; although at no time should the complainant feel pressurised into putting their concerns into writing (however details of most complaints will be recorded in writing by management using a complaints record. Such records are retained for a period of 10 years).

3. The person receiving details of the complaint will ensure that the complainant knows who will deal with the complaint and how to contact that person.
4. An investigation into the complaint will take place. This may include talking to the complainant again and any other party who may be able to offer information.
5. Once all the necessary information has been gathered, the Manager and/or Company Director will form a decision and whether any action needs to be taken. The complainant will be notified, in writing, of the outcome within 28 days of the nursery receiving the complaint. All details and actions relating to the complaint will be recorded on the Complaints Record.

## **General**

A happy working atmosphere within the nursery is most important, so all employees are encouraged to let management know if there are any areas of their position with which they are not content. Staff are encouraged to voice any concerns they may have about the nursery at any time, and these will be listened to and investigated.

## **Ofsted**

Applications, Regulatory and Contact (ARC) Team  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Procedure for complaints or concerns to Ofsted can be found at:  
<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

Email address for concerns: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

# Complaints Record

1. Date of complaint:

2. Source of complaint (tick as appropriate):

Parent/carer: In writing	
In person	
Telephone	
Staff Member	
Ofsted	
Anonymous	
Other (please give details)	

3. Nature of Complaint (tick all that apply):

Suitable Person	
Organisation	
Care, learning and play	
Physical Environment	
Equipment	
Health and/or Safety	
Food and Drink	
Equal Opportunities	
Special Needs	
Behaviour	
Working in Partnership with Parents/carers	
Child Protection	
Documentation	
Other (please give details)	

4. Details of Complaint:

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5. How the complaint was dealt with:

Internal Investigation	
Ofsted Investigation	
Investigation by another agency/body e.g. HSE, Local Authority	

6. Details of any internal investigation. If relevant, attach copy of communication from Ofsted or other agency:

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7. Actions and Outcomes:

Internal Actions	
Actions agreed with Ofsted	
Actions taken by Ofsted	
Changes to Terms & Conditions	
Changes to Policies or Risk Assessments	
Actions agreed with other Agencies	
Actions imposed by other Agencies	
No action taken	

8. Relevant Details:

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9. Has a copy of this record been shared with the parents: Yes/No

Name of person completing form:		Outcome notified to complainant within 28 days?	Yes/No
Position:		Date complainant notified	
Signature:		Method of notification:	In writing In person Telephone
Date:			