

Stables Daycare Nursery

Complaints policy

Ratification Date: 13.03.17		Signed: Beccy Ahmad (HEAD OF NURSERY) Beccy Ahmad / Stella Leach (MANAGEMENT)
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Safeguarding Statement

At Stables Daycare Nursery we respect and value all children and are committed to providing a caring, friendly and safe environment for all children so they can play and learn, in a relaxed and secure atmosphere. We believe every child should be able to participate in all our activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Stables Daycare Nursery. We recognise our responsibility to safeguard all who access the nursery and promote the welfare of all our children by protecting them from physical, sexual and emotional abuse, neglect and bullying.

Stables Day Care Nursery

Complaints Policy

Statement of intent

Stables Day Care Nursery aims to provide the very highest standard of care for all children. Children and their parents/ carers are entitled to expect warm welcome, courtesy at all times, and a prompt careful attention of their needs and wishes. We will work co-operatively with parents/ carers to ensure this. We welcome any feedback about the nursery, whether positive or areas to work on and improve the service that we provide. Any complaints will be dealt with promptly and the complainant will receive a response of any actions taken within 28 days of the complaint being made. Any unresolved complaints will be referred to Ofsted.

Procedures

Complaints Record and Regulator

All written complaints relating to the learning and development and welfare requirements of the Early Years Foundation Stage, or the requirements of the childcare register will be investigated and the findings will be relayed to the complainant within 28 days of the complaint being made. We record all complaints relating to the requirements and actions taken as a result from each complaint on our complaints record. The following information is recorded:

- Which register the complaint refers to
- Date of complaint
- Source of complaint
- Nature of complaint
- How it was dealt with
- Action and outcomes
- Name of recorder
- Signature

These records will be kept in a file in the filing cabinet.

Parents can contact Ofsted directly on:

**Complaints to Ofsted -
0300 123 1231**

Ofsted E-mail Address - enquiries@ofsted.gov.uk

Ofsted Address – Piccadilly Gate, Store Street. Manchester. M1 2WD

Ofsted can request a written record of all complaints made during a specified period at the nursery. Ofsted will also investigate unresolved complaints, anonymous complaints and complaints relating to safeguarding children.

Other complaints

Any complaints received not relating to the welfare requirements e.g. fees, will be dealt with as quickly as possible by Rebecca Ahmad in conjunction with Stella Leach (Manager) or Claire Pearce (Deputy Manager).

These complaints will be dealt with informally initially and most complaints will be resolved through discussion. However, if the initial discussion does not have a satisfactory outcome or if the problem recurs then the parent will be asked to put the complaint in writing to the owner.

Source of the complaint

The identity of the complainant must be kept confidential and not recorded on any written complaint records.

Complaints may be made by parents, carers, staff, visitors, students and other providers.

Nature of the complaint

If the complaint relates to a safeguarding concern then our safeguarding children policy should be referred to. The nursery owner will inform Ofsted of any allegations of serious harm or abuse by any person looking after children or working in the nursery and of the action taken in respect to the allegations. We will follow the SSCB guidelines if we need to inform the LADO in relation to allegations against a member of staff. All details associated with the complaint will be recorded on our complaints summary form and linked to the relevant welfare requirement.

How the complaint is dealt with

The complaint will be fully investigated. Rebecca Ahmad will interview the member of staff in connection with the complaint and require a written statement with a record of account.

If the complaint is about a welfare requirement, each member of staff will read through policies and procedures to refresh themselves and make amendments to the policy where necessary to prevent any further complaints happening again. Rebecca Ahmad, the Owner, Stella Leach, Manager and Claire Pearce, Deputy Manager will ensure that the Statutory Framework is put into practice.

Access to records and confidentiality

All complaints will be kept in a file in the filing cabinet. All individuals are kept anonymous including the identity of the complaint as not to breach confidentiality. Complaints records will be kept for required lengths of time 3 years.

Actions and outcomes

Actions to be taken as a result of the investigation should clearly identify any areas which may need improvement. Rebecca Ahmad, Claire Pearce and Stella Leach will all ensure that the recommendations are acted upon as soon as possible. Rebecca Ahmad is to ensure that the complainant receives a copy of the Complaints summary and a covering letter within 28 days.

Unresolved and recurring complaints

If the complaint remains unresolved and relate to the Early Years Foundation Stage Framework, then the parent can refer the complaint to Ofsted. Ofsted will then investigate the complaint by using the information parents give them to determine if the nursery was and is still meeting the Early Years Foundation Stage requirements. Parents can call Ofsted on the number previously stated. If the parent has not made a formal complaint to Rebecca Ahmad first, then Ofsted will refer the parent back to Rebecca Ahmad unless there is a good reason why they are unable to do this.

Exchange of information with parents and carers

Parents are always welcome and encouraged to share their concerns about anything within the setting, Rebecca Ahmad, and Stella Leach are always available to talk through- out the day.

All concerns or complaints will be acknowledged, respected and taken very seriously. Rebecca Ahmad and Stella Leach will investigate the complaint/ concern immediately.

Parents are welcome to view the complaints policy located in the reception area, it is accessible to everyone. If parents request to obtain a copy a member of staff will photocopy the policy.

If parents still want to make a formal complaint, then they can write to or ring Ofsted.

