

King Square Community Nursery

Complaint Procedure

Policy Statement

We believe that the children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestion 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 of the parties involved.

Procedures

We keep a written record (summary log) of any complaints that reach stage 2 and above and their outcome. This is made available to parents as well as Ofsted inspectors on request. A full procedure is set out in the Pre-School learning Alliance publication Complaint Investigation record which acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

Formal complaints must be made to the Director (unless they are about the Director), via the nursery office. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.

The Director will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days (excluding weekends and holidays).

Within this response, the Director will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Director can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Director may delegate the investigation to another member of the nursery's senior leadership team but not the decision to be taken.

During the investigation, the Director (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish

- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Director will provide a formal written response within 5 school days (excluding weekends and holidays) of the date of receipt of the complaint.

If the Director is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the nursery will take to resolve the complaint.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting manager and the chair of the management committee.

For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the reception area. The form may be completed with the person in charge and signed by the parent.

The nursery stores all information relating to written complaints from parents in the office complaint file. However, if the complaint involves a detailed investigation, the nursery manager may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome.

We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.

When the complaint is resolved at this stage, we log the summative points in our Complaints Investigations Record which is made available to Ofsted on request.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery manager and the chair of the management committee. The parent should have a friend or partner present if required and the manager should have the support of the chair of the management committee.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in the Complaints Summary Record.

Stage 4

If at the stage 3 meeting the parent cannot reach agreement with us, we invite an external mediator to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Pre-School Learning Alliance are appropriate person to be invited to act as mediators.

The mediator keeps all discussion confidential. S/he can hold separate meetings with the nursery manager and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the nursery manager and the chair of the management committee is held. The purpose of the meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. The signed record signifies that the procedure has concluded.

The Role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Islington Safeguarding Children's Board or local safeguarding partners and the information Commissioner's Office.

Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be a possible breach of the nursery registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation stage are adhered to.

Parents can complain to Ofsted by telephone, online or in writing at:

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2DW
Tel: 0300 123 1231

These details are displayed on our nursery's notice board.

If a child appears to be at risk, our nursery follows the procedures of the Islington Safeguarding Children Board or local safeguarding partners.

In these cases, both parent and nursery are informed and the nursery manager (DSL) works with Ofsted and the Islington Safeguarding Children Board or local safeguarding partner to ensure a proper investigation of the complaint, followed by appropriate action.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Records

A record of complaints in relation to our setting or the children or the adults working in our setting is kept for three years, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Complaint Investigation Record which is available for parents and Ofsted inspectors on request.

This policy was adopted by King Square Community Nursery

On 15 February 2022

Date to be reviewed 15 February 2023

Signed on behalf of the provider

Name of signatory Jackie Morgan Lisa Bassett

Role of signatory Manager Chair