



King Square Community Nursery

Complaints Policy and Procedure

Who can make a complaint

This complaint procedure is not limited to parents or carers of children that are registered at our setting. Any person, including members of the public, may make a complaint to King Square Nursery about any provision or facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures.

It is often useful to talk to your child's key person as a first point of contact. Talking with the staff who you meet every day will offer you a point of contact with someone who knows you and your child well. This may often resolve things at an early stage. If you feel the problem is not being resolved, you may wish to seek more support from one of our senior leadership team.

Jackie Morgan (Director), Jo Powell (Office Manager) and Callie Ceurvels (Early Years Teacher)

If speaking to these people directly you feel that your concerns have still not been dealt with, please contact the Management Committee by email on chair@kingsquarenursery.co.uk.

The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure.

King Square Community Nursery takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, you can refer to another staff member.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, the nursery will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

Resolving complaints

At each stage in the procedure, King Square Community Nursery wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation

- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review nursery policies in light of the complaint
- an apology.

Roles and Responsibilities Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the nursery in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing (email or complaint form) or by telephone.

Concerns should be raised with either the key worker or room leader . If the issue remains unresolved, the next step is to make a formal 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 (email or on the complaint form- copies available from the office), 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.

The Director will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

Complaints about the Director must be made via email to Lisa Bassett (Chair of the Management Committee) - chair@kingsquarenursery.co.uk

If the complaint is about the Director or a member of the Management Committee, a suitably skilled independent investigator will be appointed to complete all the actions at Stage 1.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 - and request a meeting with the chair of the Management Committee.

A request to escalate to Stage 2 must be made to director, within 5 school days (excluding weekends and holidays) of receipt of the Stage 1 response. The director will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days (excluding weekends and holidays). The director will pass on all correspondence of stage 1 to the chair of the Management Committee.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The chair will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 5 school days (excluding weekends and holidays) of receipt of the Stage 2 request. If this is not possible, the Chair will provide an anticipated date and keep the complainant informed.

If the complainant wishes, they may want to bring someone along to the meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a nursery employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

The management committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The Chair of the Committee will provide the complainant and the director with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days (excluding weekends and holidays)

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 King Square Community Nursery will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

Stage 3

If at the stage 2 meeting the parent cannot reach agreement with the Management Committee, 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 director 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 4

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.

Next Steps

If the complainant believes the nursery did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by King Square Community Nursery. They will consider whether King Square Community Nursery has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education Piccadilly
Gate Store Street
Manchester
M1 2WD.

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 your confidentiality policy 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

01 November 2024

Date to be reviewed

01 November 2025

Signed on behalf of the provider

Name of signatory

Lisa Bassett

Jackie Morgan

Role of signatory

Chair

Manager



King Square Community Nursery

Complaint Form

Please complete and return to King Square Community Nursery (either Director/ Chair of the Management Committee) who will acknowledge receipt and explain what action will be taken.

Your name:
Child's name (if relevant):
Your relationship to the Child (if relevant):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the nursery about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

