

## Tiddlywinkers Day Nursery Policy on Complaints

### Policy Statement

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. However, we understand that on occasional circumstances a parent/carer may wish to make either a formal or informal complaint. We welcome suggestions on how to improve our setting and will give efficient and serious attention to any concerns about the running of the nursery. Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We will ensure that all 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 nursery to a satisfactory conclusion for all the parties involved.

### Procedures

These guidelines identify to parents/carers the appropriate methods through which they are able to register a complaint.

#### Stage One

- Any parent who has a complaint about any aspect of the nursery setting provision talks over, first of all, his/her concern with the nursery manager Christie Bell (Kristina Fryers)
- Most complaints should be resolved amicably and informally at this stage.

#### Stage Two

- If this does not have a satisfactory outcome, or if the problem recurs, the parents move to this stage of the procedure by putting the concerns or complaint in writing to the manager and the proprietor.
- The nursery stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the 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 nursery manager meets with the parents to discuss the outcome
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint

- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### **Stage Three**

- If the parent is not satisfied with the outcome of the investigation, he/she requests a meeting with the manager Christie Bell (Kristina Fryers) and the proprietor, Mrs Miriam Fryers, there must also be a senior member of staff there to record the meeting. The parent can have a witness present if required
- An agreed written record of the discussion is made well as any decision or action to take as a result. All if the parties present at the meeting sign the record and receive a copy of it
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### **Stage Four**

- If at this stage three meeting the parents and nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. The person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved
- The mediator keeps all discussions confidential. They can hold separate meetings with the nursery manager, proprietor and the parents, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of advice he/she gives.

### **Stage Five**

- When the mediator has concluded his/her investigations, a final meeting between the parents, the nursery manager and the proprietor is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator advice is used to reach this conclusion. The mediator is present at the meeting if all parties believe that 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. This signed record signifies that the procedure has concluded.

Parents may approach Social Services at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the nursery's registration requirements, it is essential to involve Social Services as the

registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundations Stages are adhered to.

The telephone number for Social Services with regard to a complaint is: 02825 635110 – Claire Tinsdale

If a child appears to be at risk, our nursery follows the procedures of Social Services. In these cases, both the parents and nursery manager Christie Bell (Kristina Fryers) are informed and the nursery manager works with social services, to ensure a proper investigation of the complaint, followed by appropriate action.

### **Records**

- A record of complaints against the nursery, the children and/or the employee is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record, which is available for Social Services on request.