

Complaints & Compliments Policy and Procedure

➤ EYFS: 3.73, 3.74

At Fireflies Nursery we aim to provide the highest quality care and education for all our children. We aim to offer a welcoming atmosphere to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. It is our intention to work in partnership with parents and we welcome suggestions on how to improve our services. Your first point of contact is your child's key-person, who will be able to discuss any aspects of your child's development or the Nursery's services and will pass on your suggestions to senior staff.

In order to achieve this we will:

- Treat all children and parents with courtesy and respect at all times.
- Expect parents to treat staff, volunteers and students with courtesy and respect at all times.
- Deal promptly with any concerns raised by parents about their child's care and education.
- Make every attempt to resolve concerns and complaints informally.
- Fully investigate any complaints made about the Nursery.
- Welcome suggestions that may improve any aspect of the services that we provide.

We ensure that all complaints or raised concerns will be taken seriously and the appropriate procedure will be implemented.

If the issue raised is of minor importance then, it can be addressed by a member of staff, or senior staff, or ask to speak to the Manager, or fill in one of our comment slips.

However if the parent feels it is of a more serious nature they can approach the Nursery Manager via email, mail, telephone or in person. All complaints will be investigated and recorded, and the findings of the report will be within 28 days, a copy of which will be given to the complainant.

Compliments

Fireflies Nursery encourages and values all parents' comments. Compliments can be shared verbally (i.e. in person or via telephone) or in written form (i.e. e-mail, website reviews, using a comment slip or through surveys). Such positive feedback is shared with senior management and all Nursery staff as it motivates the staff team to continue their good practice and improve further.

Complaints Procedure

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the Nursery they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Nursery Manager. The Manager will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the Manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

A record of complaints will be kept in the Nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

The role of the registering authority

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit OFSTED who have a duty to ensure that agreed requirements are adhered to and encourage high standards. The registering authority would be involved if a child appeared at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and the Nursery would be informed and an investigation of the complaint would be followed by the appropriate action.

Parents will also be informed if the Nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality. We are regulated by OFSTED. Any parent who feels that their complaint has not been dealt with appropriately should contact OFSTED on the address given below.

The National Complaints Team
OFSTED National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone General: **0300 123 1231**
Complaints: **0300 123 4666**

<i>Internal Use Only</i>			
Policy adopted on:		Date disseminated to staff:	Date for Review:
Approved on behalf of the Nursery	Name:	Position:	Sign: