

## Complaints Procedure

### 1. Statement of intent/policy statement

Conkers Nursery believes that all its users are entitled to expect courteous and prompt, careful attention to their needs and wishes. If any aspect of the nursery falls short in this standard, it is fair and appropriate that users are able to complain, and have an established procedure for doing so.

### 2. Aim/purpose

Conkers Nursery will:

- Welcome suggestions on how to improve its services and facilities
- Give prompt and serious attention to any concerns regarding its services and facilities. It is anticipated these will generally be resolved quickly and informally. Should this not be the case, there is a set of procedures for addressing concerns.

### 3. Scope

This policy applies to everyone at the nursery including staff, parents/carers, students and volunteers.

### 4. Legal context

This policy is covered by:

- Statutory Guidance: Working Together to Safeguard Children 2018
- The Children Acts 1989 & 2004, Adoption and Children Act 2002
- EYFS Statutory Guidance 2017
- Childcare Act 2006
- Data Protection Act (GDPR) 2018

### 5. Mandatory systems and procedures

#### How to complain

##### Stage 1

- Any parent/carer who is uneasy about an aspect of the nursery provision is welcome, and invited to, discuss his/her worries and anxieties with the child's Key Person or the duty manager.
- We aim to respond to and resolve concerns or complaints immediately, particularly if there is a safeguarding concern
- Parents have the right to make their concerns known to Ofsted. The contact number for Ofsted is 0300 123 1231

## Stage 2

- If this initial conversation does not reach a satisfactory outcome, or if the problem arises again, then the parent/carer moves to this second stage
- This involves putting the concern or complaint in writing to the nursery manager or Sue Place (Balsam Centre Manager)
- It would be expected that most complaints might be resolved informally at either Stage 1 or Stage 2

## Stage 3

- The nursery manager or Sue Place invites the parent/carer to a meeting to discuss the letter.
- A written record of the meeting is made and details of any agreed outcomes or decisions are carefully stated. This is signed by all those present as an accurate record, and this also signifies that the procedure has concluded satisfactorily for all concerned
- At a later stage a typed version is produced and sent to the family, with a copy kept on file in the nursery
  
- Records of all complaints and their outcomes are kept and made available for Ofsted.
- If a solution cannot be reached a parent has the right to withdraw the child from the nursery.

| <b>This policy was adopted on</b> | <b>Signed on behalf of the nursery</b> | <b>Date for review</b> |
|-----------------------------------|--|------------------------|
| 6/8/18                            | Tina Graham                            | 6/8/18                 |
| Reviewed 31/7/19                  | Tina Graham                            | 31/7/20                |
| Reviewed 1/9/20                   | Amy Cooper                             | 1/9/21                 |
| Reviewed 21/09/21                 | Sarah Emery                            | 21/09/22               |