

Smallville Nursery Complaints Policy 2022

Revised March 2023

We believe that our nursery provides excellent care and education for all our children and that management and all staff work very hard to build positive relationships with all parents and carers. However, if you have a complaint or concern about your child's care at the setting you should be able to discuss and highlight them through an informal discussion with your child's key person. If you feel the concern is not dealt with effectively then we encourage parents to discuss this with the nursery manager or the nursery owner.

Aims and Objectives

Smallville Nursery aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all concerns, formal or informal and deal with them as swiftly as possible. Our aim is to resolve any complaint through talking and mutual understanding and in all cases, we put the interests of the children above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

If we cannot resolve a problem informally then we have a formal complaints procedure which can be followed:

- This document describes the process and procedure for dealing with complaints raised by parents or carers
- This document is made available to all parents upon admission to the nursery and is kept in the main policies and procedures folder as well as on our website www.smallville-nursery.com
- Parents and carers are welcome to discuss any concerns or issues with management at any time and we encourage input on any aspect of the nursery

General Principles:

This procedure is intended to allow you to raise a concern or complaint relating to the nursery, or the services that it provides.

1. To allow for a proper investigation, concerns or complaints should be brought to the attention of the nursery as soon as possible. In general, any matter raised more than 3 months after the event to which the complaint refers, will not be considered except in exceptional circumstances.
2. The procedure respects people's desire for confidentiality.
3. The procedure addresses all the points at issue and provides an effective response and appropriate redress, where necessary.
4. The procedure provides information to the nursery manager so that services can be improved.
5. It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. The nursery takes informal concerns seriously and makes every effort to resolve the matter as quickly as possible.
6. There are occasions when complainants would like to raise their concerns formally. In these cases, our formal procedure should be invoked through the stages outlined within the nursery's complaints procedure.

Who can make a complaint?

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a nursery provides, unless separate statutory procedures apply (such as exclusions or admissions).

This complaints procedure covers all complaints about any provision of facilities or services that the nursery provides with the **exceptions** listed below, for which there are separate (statutory) procedures.

Complaints not in scope of the procedure

Exceptions	Who to contact
<ul style="list-style-type: none"> • Statutory assessments of Special Educational Needs (SEN) • Matters likely to require a Child Protection Investigation 	<p>The Local Authority remain responsible for statutory assessments of SEN and so complaints should be directed to KCC.</p>
<ul style="list-style-type: none"> • Whistleblowing 	<p>Smallville Nursery has an internal whistleblowing procedure for their employees and voluntary staff. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: whistleblowing@ofsted.gov.uk or by writing to: WBHL, Ofsted Piccadilly Gate Store Street Manchester M1 2WD. The Department for Education is also a prescribed body for whistleblowing in education.</p>
<ul style="list-style-type: none"> • Staff grievances and disciplinary procedures 	<p>These matters will invoke the nursery’s internal grievance procedures. Complainants will not be informed of the outcome of any investigation.</p>
<ul style="list-style-type: none"> • Complaints about services provided by other providers who may use nursery premises or facilities. 	<p>Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct. The nursery is the point of contact for concerns in relation to the hire or safeguarding.</p>

Conflict between estranged parents over the application of parental responsibility is a common cause of complaints made to nurseries. A concern regarding this matter is usually dealt with by the Nursery Manager

The complaints process

1. If a parent or carer is concerned about anything to do with their child's care that we are providing at the nursery, they should, in the first instance discuss the matter with their child's key person. The key person will usually be in the room during the day unless they are absent through illness or on annual leave.
2. If they are not available, then you can leave a message in the office for them to get back to you. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint by talking through issues and mutual understanding and in all cases, we put the interests of the child above all other issues. In the event your child's key person cannot help or you are not satisfied with their response, you may talk to the nursery manager.
3. A meeting or a telephone conversation with the Nursery Manager can be arranged through the nursery office, if this is not practical you may wish to make a written complaint. When a member of staff receives a complaint, the manager must be informed. If the complaint is against the manager, the registered person should then be informed. This is Stuart Bruce-Jones the owner of Smallville Nursery.

All staff work very hard to ensure that each child is happy at nursery and are making good progress in their development. However, we want to know if there is a problem so that we can take action before the problem starts to affect the child's progress.

Where a parent or carer feels that a situation has not been resolved through contact with the key person, or their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the nursery manager, Kelly Hall. The manager considers any such complaint very seriously and investigates each case thoroughly. Most complaints are usually resolved at this stage. At this stage your complaint must be put in writing. We will notify you of the outcome of the investigation within 28 days of receiving the complaint. You can also ask for a copy of the nursery complaints procedure. A meeting will be arranged where the nursery manager and the nursery owner with the key worker present where appropriate.

A written record of the complaint will be completed; this will cover:

- Summary of the nature of the complaint
- Details of any action taken
- Outcome of the investigation

These details will be recorded in the form shown in Annex A. We will take care to maintain confidentiality by not naming individuals on the form, e.g. we will use child A and staff member B.

The investigation Procedure

- Following initial review of the complaint by the manager or nursery owner, confidential interviews will be conducted with all parties concerned and logged
- In the event of a complaint that relates to Safeguarding, the Safeguarding Child Procedure will be followed in accordance with the Local Authorities procedures
- All other complaints will be reviewed by the manager and owner; appropriate actions will be taken
- We will provide a summary on request to parent or carer
- We will provide an account of the complaint to the parent/carer concerned within 28 days
- We will retain these records for 10 years and they will be available to OFSTED at any time

At the end of the meeting and once receiving clarification of the action taken, if you are still not satisfied with the outcome you can take the complaint further by contacting OFSTED Write to OFSTED Applications Regulatory and Contact (ARC) Team
OFSTED
Piccadilly Gate Store Street,
Manchester,
M1 2WD

Or contact by phone:
Tel: 0360 123 1231

If you would like more information about OFSTEDS role as the regulator of childcare, you can visit their website www.ofsted.gov.uk/early/years/and/childcare

Sharing a concern about the manager

Should a parent or carer have a complaint about the manager they should first make an informal approach to the owner Stuart Bruce - Jones, who is obliged to investigate it. Mr Bruce - Jones will do all that he can to resolve the issue. However, if you are still unhappy with the outcome you can make a formal complaint as outlined above.

Appendix A – Complaints Form

Please complete and return (by hand or by email) to the nursery office. Someone will acknowledge receipt and explain what action will be taken.

Your name:	
Child's name:	
Your relationship to the child:	
Address:	
Postcode:	
Contact telephone number:	

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage? Are you attaching any paperwork? If so, please give details. Please use additional pages if necessary.