

Statement of intent

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We take all concerns seriously and will investigate all concerns and complaints notified to us. Providers must investigate all written complaints within 28 days.

In cases where complaints have been addressed the completed complaints form can be shared with any parent who wishes to see it and with Ofsted. During such a time we shall maintain the appropriate confidentiality and shall not name the person making the complaint or any other persons -adult or children that relate to the complaint.

Aim

All practitioners have a duty to listen to all parents and carers concerns, worries, or comments and act appropriately. If they feel they are unable to resolve the situation they will advise you that aren't able to deal with the matter and ensure they get a senior member of staff to talk to you.

Methods

In the event of a parent/carer complaint:

1. The child's key worker or room supervisor will attempt to resolve any concerns quickly and effectively through discussion and mediation with the child's parent/carer.
2. If discussion with the parent/carer does not bring about a desired result, the complaint will then be investigated by the manager or deputy manager and an attempt will be made to resolve the matter positively.
3. If a positive outcome can still not be reached the parent/carers will be directed to the complaint's procedure and Ofsted contact details which are displayed in the nursery foyer.
4. A complaints form will be completed by the manager or deputy recording all details of the complaint and outcomes of any investigation.
5. Appropriate confidentiality must always be maintained.
6. A complaint can be made verbally, over the phone or in writing. A written complaint will be investigated, and the outcome notified to the person making the complaint within 28 days of receiving the complaint. A record is kept of all complaints and outcomes.
7. An issue that is aired on social media will NOT be taken as a complaint and may result in further action being taken.

GDPR complaint

If A complaint is made by either a parent/carer or a member of staff, a complaint form will be completed, and the issues and concerns will be dealt with internally where possible. If the concerns regard the running of the company the issue will be passed to the ICRO who will advise and assist in any investigations.

History log:

Rev.no.	Date	Description of revised issues
1	30/11/2016	Initial Revision
2	01/11/2017	No changes to content.
3	01/11/2018	No changes to content.
4	01/11/2019	No changes to content.
5	01/11/2020	No changes to content.
6	01/08/2021	No changes to content.
7	01/08/2022	No changes to content.
8	01/08/2023	No changes to content.

This policy has been approved and authorised by:

Author	Approved By	Authorised By	Revision No.	Valid From
Vicky Gray	Vicky Gray	Sarah Russell	8	01/08/2023

This document has been electronically approved; hence it contains no signature(s).