



## **PO11 Making a Complaint**

### **Policy statement**

At Ditton Lodge Community Nursery, we believe that children and parents/carers 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 nursery. We anticipate that most 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 Ditton Lodge Community Nursery to a satisfactory conclusion for all of the parties involved.

### **Procedures**

We are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents/carers as well as to Ofsted inspectors.

### ***Making a complaint***

#### Stage 1

- Any parent who has a concern about an aspect of the Nursery's provision talks over, first of all, his/her concerns with the Nursery Manager.
- Most complaints should be resolved amicably and informally at this stage.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the Nursery Manager and the Chair of the Committee.
- The setting keeps written complaints from parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the Nursery 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 parent 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 File, including the complaint and its outcome.

### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Nursery Manager and the Chair of the Committee. The parent/carer should have a friend or partner present if required and the Nursery Manager should have the support of the Chairperson of the Committee present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of 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 Record of Complaints File.

### Stage 4

- If at the stage three meeting the parent/carer and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This 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.
- Staff or volunteers within the Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Nursery Manager and Chair of the Committee) and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Nursery Manager and the Chair of the Committee 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's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think 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.

***The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board***

- Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare requirements; as outlines in the Statutory Framework for the Early Years Foundation Stage, are adhered to.
- The number to call Ofsted with regard to a complaint is:

**0300 123 1231**

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Ofsted contact details:

Early Years Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

- These details are displayed in the Nursery entrance foyer.
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed, and the Nursery Manager and the Committee Chairperson work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

## **Records**

- A record of complaints against Ditton Lodge Community Nursery and/or the children and/or the adults working in our setting 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 Record of Complaints File which is available for parents and Ofsted inspectors on request.

May 2009

<b>Date</b>	<b>Review Due Date</b>	<b>Policy Amended/Reviewed</b>	<b>By who</b>	<b>Signed by committee member</b>
Feb 19	Feb 20	Transferred from previous registration	Denise Russell	
Jan 21	Jan 22	Reviewed	Denise Clayton	
Jan 22	Jan 23	Reviewed	Denise Clayton	
Jan 23	Jan 24	Reviewed	Denise Clayton	
Jan 24	Jan 25	Reviewed	Amanda Darley	