



Compliments, Comments and Complaints Policy Legal Framework

Children Act 1989, 2004, 2014

Every Child Matters: Change for Children 2004

UN Convention on the Rights of the Child 1989, 2003

Human Rights Act 2000

EYFS Welfare Requirement – Safeguarding and Promoting Children’s Welfare EYFS

Welfare Requirement – Suitable People

National Standards: Standard 12 – Working in Partnership with Parents Name of

Responsible Person: Management Team

If parents/carers have any compliments, comments or complaints about any aspect of the service we provide, we are always happy to discuss these. All observations will be logged in writing and passed onto the Manager of the setting. We welcome constructive criticism and any comments on the way the nursery operates will be used to inform development plans for the future. Compliments are always welcome and will be fed back to members of staff to whom they are most pertinent.

Complaints are dealt with swiftly and confidentially and the company owner, Mrs D Osgood will be informed of any complaints made. If required a private meeting can be arranged with the Manager to discuss any issues that give rise to concerns. At the meeting it will be agreed how to resolve any issues and the timescale in which this should be expected. A written record will be kept of all complaints and how and if they have been resolved. This will be retained for three years and will be made available to Ofsted and parents/carers on request. In the event that a parent/carer feels a complaint has not been dealt with and resolved satisfactorily, they may wish to contact Ofsted directly on: 0300 123 1231

Procedures:

Dealing with a Complaint

Guidelines for Parents on how to make a Complaint

Dealing with Complaints against a staff member Recording Complaints

Recording Compliments

Dealing with a Complaint

- The nursery encourages clear and open communication with parents/carers.
- We ask parents/carers to be honest with us and to let us know if we haven’t achieved the high standards we, and they, expect.
- Any complaints received must immediately be passed onto the Nursery Manager who will make decision on how to proceed.
- As a guideline a meeting will be held with all parties involved to try to resolve the complaint.
- A written record of any complaint and its resolution will be held on our complaints file



which is available for parents, visitors and regulatory bodies such as Ofsted and The Hampshire Early Years Team.

Guidelines on how to make a complaint

- We request parents speak directly to the Nursery Manager or Deputy Manager.
- After discussion about how to resolve the issue a written record will be given to all involved.
- If parents/carers feel dissatisfied they can contact the Nursery Owner Mrs Danielle Osgood on 07824 681799.
- They can also complain directly to Ofsted (our regulatory body) by telephoning 0300 123 1231 or finding the email address at: <https://contact.ofsted.gov.uk/online-complaints> or writing directly to: Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Dealing with Complaints against a Staff Member

- Any complaint will be taken very seriously and acted upon immediately.
- A meeting will be held to establish the complaint by all parties involved.
- If the complaint is founded involving the practice of a member of staff, the staff member will be suspended from work on full pay while an investigation is completed.
- A plan of action will be put into place and time scales recorded.
- A full investigation will be held.
- In the case of a staff member being accused of harming or abusing a child, an independent Advisor from the Early Years and Childcare Team will attend the meeting. The LADO (Local authority Designated Officer) would be informed.
- If the staff member is absolved from the complaint, they will be able to return immediately to their post with a record of the incident remaining on their personnel file.
- If the allegation is founded the staff member would be immediately dismissed and Ofsted informed within a maximum of 14 days from the incident.
- If appropriate the staff member would be reported under the Protection of Children Act (PoCA) and the police would also be informed.
- Staff are always reminded to follow standard policies and procedures in place to protect them from malicious allegations.

Recording Complaints

- All complaints, even those considered minor, are investigated fully by the Management Team.
- A record of all complaints are held in the complaints file for a three year period in a way that the people involved cannot be identified but the complaint and its resolution can be shared with others.
- Any complaints directly against a staff member are held in their personnel file for their period of employment.



Recording Compliments

- We are always delighted to receive compliments on particular staff or practices we use and these will be shared at staff meetings.
- Parents/carers can make compliments directly to the staff member or to any member of the Management Team and this will be passed on.
- Questionnaires are sent out to parents annually to gather opinions on what we are doing right and any areas we can improve upon.
- If you are happy with what we are doing please let us know.