



Little Swans Day Nursery Complaints Policy

July 2017

1. Introduction

- 1.1 We believe that our nursery provides good 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.

2. Aims and Objectives

- 2.1 Our 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 you the nursery and is kept in the main policies and procedures folder as well as on our website www.littleswans.org.uk
- 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

3. The complaints process

How to share a concern

- 3.1 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. 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 room supervisor,

You should be able to arrange a meeting or a telephone conversation with the supervisor 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 Mrs Elaine Boulton the owner of Little Swans.

All staff work very hard to ensure that each child is happy t 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

What to do if the matter is not resolved through informal discussion

- 3.2 Where a parent or carer feels feels that a situation has not been resolved through contact with the key person and or room supervisor, or their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the nursery manager, Samantha Tranter or the nursery owner Elaine Boulton. The manager consider 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 room supervisor present where appropriate. Management, in agreement with yourself may decide to ask your child's key person to be present as well as other staff members, depending on the nature of the complaint.

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.

4. 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 with regard to the Birmingham Safeguarding Children Board
- 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/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

5. Sharing a concern about the manager

5.1 should a parent or carer have a complaint about the manager they should first make an informal approach to the owner Elaine Boulton, who is obliged to investigate it. Mrs Boulton will do all that she can to **resolve the issue. However if you are still unhappy with the outcome you can make a formal complaint as outlined above.**