

Fledglings Day Nursery

Guidance for dealing with parents' complaints

Aim

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time a parent or carer may complain about some aspect of the setting, or an individual member of staff. Usually it should be possible to resolve any problems informally, as soon as they occur.

Procedure

- We will always display an up to date copy of the “*Parents – Ofsted contact number*” poster in a place accessible for our parents.
- We will always display an up to date copy of our poster “*Do you have a concern?*” in a place accessible for our parents. This poster sets out our three stage complaints procedure for them to follow.
- We will always display the name and contact details for the manager of the setting and the Registered Person in a place accessible for our parents in case they wish to make a complaint.
- If a concern is raised by a parent/carers we will attempt to resolve it at Stage One.
- If the concern progresses to Stage Two and/or Stage Three we will ensure that the Ofsted Complaints Log is completed. We will identify the people needed to deal with Stages Two and Three of the parents' complaints procedure and how we are going to manage the best way to deal with the issue. This could involve discussions with staff, parents, witnesses etc., and or holding a meeting with the complainant and other relevant individuals.
- When organising meetings to discuss the complaint, we will judge if it is best for all relevant parties to meet together or if individual meetings are more appropriate.
- We will nominate someone at the setting to be responsible for keeping the complainant informed throughout the process.
- We will ensure that Stage Two of the complaint is investigated within ten working days.

- We may seek advice, as appropriate, from organisations such as BAND, ACAS or Ofsted.
- We will ensure the formal and written response to the complaint will be sent to the complainant and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.
- We are aware that, at any time before or during the complaint process, the complainant may make the complaint direct to Ofsted.
- As a registered provider all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified in writing of the outcome of the investigation within 28 days of having received the complaint.
- Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.

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