

# Complaints Policy

Clarence House Day Nurseries Ltd believes in delivering the highest quality of childcare and will strive to do so with very few complaints. We are very aware that parents/carers play a vital part of the nursery organisation and we feel they should have the right to complain if they are not happy with the service offered or the standard of care provided.

In the event of a complaint, Clarence House Day Nurseries Ltd will take all complaints seriously. We ensure that complaints about our service are handled quickly, effectively and courteously and solutions are implemented which satisfy both the parents/carers and the setting. Children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. All complaints whether written or verbal will be investigated fully and the appropriate action taken to guard against a similar incident occurring.

We welcome suggestions on how to improve our settings and will give prompt and serious attention to any concerns about the running of them, we also have termly questionnaires, and this is a great way for parents to communicate any improvements or concerns within the nursery setting.

It is the responsibility of the Manager to ensure that all nursery complaints are handled promptly, however senior staff have been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

## **Procedure for complaints**

Clarence House Day Nurseries Ltd settings are required to keep a 'Complaints Form' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

### **Stage 1**

- If a Parent/Carer has a complaint they can either talk to a room leader, or a member of the management team. The complaint will be investigated, taking any action needed to ensure that a similar incident cannot occur.
- Most complaints should be resolved amicably and informally at this stage.
- If the parent/carer feels that this is not satisfactory they can officially lodge a written complaint. The written complaint can be submitted to the Manager, where it will be dealt with by either the Manager or the Deputy Manager.

### **Stage 2**

- If stage 1 does not have a satisfactory outcome, or if the problem returns, the parent/carer moves to stage 2 of the procedure by requesting a meeting with the Manager. The parent should have a friend or partner present if required and the Manager should have the support of the Deputy Manager.
- 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.
- When the investigation into the complaint is completed, the Manager will send a detailed letter of how we have dealt with the complaint and the outcome; we may also meet again with the parents/carers to discuss the outcome.
- Parents/carers 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 Folder.

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## Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, the parent/carer moves to stage 3 of the procedure by requesting a meeting with the Operations Manager. The parent should have a friend or partner present if required and the Operation Manager should have the support of the Manager or a member of the Head Office team.
- 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 Complaints Folder.

A record of all complaints will always be kept in a "Complaints Folder," this will be stored securely in electronic form.

If the complaint has not been dealt with in a manner which is satisfactory to the parent/carer then they can contact OFSTED directly at the following address:

- Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD TEL: 0300 123 1231 Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk) or email [enquiries@ofsted.gov.com](mailto:enquiries@ofsted.gov.com)

By registering a formal complaint with OFSTED an Officer will contact the Nursery to carry out a further investigation. A report would then be sent with action points.

Parents may approach Ofsted directly at any stage of this complaints 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

*Last updated: October 2024*