



Complaints, Concerns & Compliments Procedure Policy Little Stars Day Nursery.

Change Control

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Revision History

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Complaints, Concerns & Compliments Procedure.

Little Stars Day Nursery is committed providing a high quality environment which is safe, stimulating and accessible for everyone including, staff, children and their parent /carers.

Although this is our aim we understand that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Moreover we want to highlight our qualities and promote these to our prospective customers.

- This procedure will be available to parents /carers and contained within our complaints, Concerns & Compliments folder along with our complaints forms within the reception area.
- The manager /deputy manager in charge is usually responsible for dealing with complaints, concerns and compliments however if the complaint is relating to the manager or deputy manager then the registered person will investigate.
- All complaints, concerns and compliments made are stored within a locked filing cabinet and dealt with sensitively and in a confidential manner.
- All complaints and concerns made will be recorded in detail in accordance with the formal complaints form.
- The complaints form will note:
 - ✓ The date of the complaint,
 - ✓ The source of the complaint,
 - ✓ The nature of the complaint,
 - ✓ The details of the complaint,
 - ✓ How the complaint was dealt with,
 - ✓ The actions and the outcomes of the complaint,
- A copy of the actions will be shared with the parent /carers within 20 working days as per the EYFS guidelines and the Grimsby Institute Group policy. Within this response it will include recommendations for dealing with the complaint and for any amendments to our policies and procedures.
- There are two stages within the complaints procedure **stage one** is as follows:
If a parent /carer has a complaint about any aspect of Little Stars Day Nursery or regarding the conduct of a staff member it will often be possible to resolve the problem by simply speaking to the individual concerned and or to the manager /deputy.

With regard to the first stage parent/ carers are encouraged to speak directly to the relevant member of staff if the management think it is appropriate. If parents /carers feel they cannot approach the member of staff or the issue isn't dealt with satisfactory for the parent /carers then they should speak with the management who will try to resolve the issue or problem.

If, however a satisfactory outcome is not met during this process then stage two will formally commence.

- **Stage two** is as follows:

If the informal discussions or process doesn't produce a satisfactory outcome to the situation, parents/carers should then put their detailed complaint in writing to the manager or deputy manager in charge. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Little Stars Day Nursery will acknowledge receipt of the complaint and conduct a full investigation which will be discussed with parents/careers within a 20 working day framework. This is also reflected within the Grimsby Institute Groups policy. If for any reason there is a delay we will advise and explain to the parent/carers the reason why. Once the complaint has been fully concluded the manager/deputy manager will be responsible for sending them a full and formal response to the complaint.

- If however the management believe that the situation has safeguarding/child protection implications they should inform the designated safeguarding children's officer who will ensure that the Local Social Services and LADO are contacted in accordance with our safeguarding children policy. If anyone involved in the complaint has sufficient reason to believe that a criminal offence has been committed they will contact the police.
- With regard to the response and findings the management will arrange a convenient time to discuss with all concerned, if necessary. The complaint and our response to it. The management will judge if this needs to be done together or individually.
- If parents /carers are not satisfied with the outcome this will be passed to the registered person who will adjudicate the case. The registered person will then communicate a detailed response to all concerned within 15 working days.
- **Making a complaint to Ofsted:** Any parent/carer can at any time submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received. Phone Ofsted on 0845 640 40 40. Or write to ofsted at North CIE Floor, Royal exchange Buildings, St Ann's Square, Manchester, M2 7LA.