

## **The Enchanted Wood Day Nursery Ltd: Information and Records**

### **Making a complaint**

#### **Policy statement**

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

#### **Procedures**

We are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication Complaint Investigation Record (2015) which acts as the 'summary log' for this purpose.

#### *Making a complaint*

##### Stage 1

- Any parent who has a concern about an aspect of the nursery's provision talks over, first of all, his/her concerns with the Management Team.
- If a parent has a concern regarding a member of the Management Team, then this should be discussed with Amanda Healy, Garry Ellis or Anita Sarkar our Nursery Directors. A meeting can be arranged by emailing [a.sarkar70@yahoo.co.uk](mailto:a.sarkar70@yahoo.co.uk), [garryellis@gmail.com](mailto:garryellis@gmail.com) or [AmandaH@svp.org.uk](mailto:AmandaH@svp.org.uk). If the concern was a safeguarding allegation then our Safeguarding Policy would be followed by the Nursery Directors.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Management Team and Nursery Director's.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed with a manager and signed by the parent. If the complaint is made against a member of the Management Team, the form can be completed with the support of the Nursery Director.
- The nursery stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Management Team may wish to store all information relating to the investigation in a separate Complaints File.
- When the investigation into the complaint is completed, the management team will meet with the parent to discuss the outcome. If the complaint is made against a member of the Management Team the outcome of the complaint would be discussed with the Nursery Director.
- Parents 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 Complaint Investigation Record, which is made available to Ofsted on request.
- Any complaint against the Management Team will be logged on their personal record at the discretion of the Nursery Director.

### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Management Team and Nursery Director's. The parent may have a friend or partner present if they prefer and the Management Team should have the support of the nursery committee.
- If the parent is not satisfied with the outcome of the investigation against a member of the Management Team a meeting with the full committee would be arranged to discuss the complaint further.
- 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.

## **Safeguarding and Welfare Requirement: Information and Records**

- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record.
- Any complaint against the Management Team will be logged on their personal record at the discretion of the full Nursery Committee.

### Stage 4

- If at the stage three meeting the parent and nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the nursery management team, director and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she gives.

### Stage 5

- When the mediator has concluded her investigations, a final meeting between the parent, the management team and the director is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- If a parent has a concern regarding a member of the Management Team, then a final meeting between the parent and the full Nursery Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
- Any complaint against the Management Team will be logged on their personal record at the discretion of the full Nursery Committee.

## Safeguarding and Welfare Requirement: Information and Records

### *Safeguarding Children Board and the Information Commissioner's Office*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the nursery's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number for parents to call Ofsted with regard to a complaint is:  
  
0300 123 1231

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- They can also contact them on writing at:  
  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD
- These details are displayed on our nursery's notice board.
- If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and nursery are informed and the Management Team works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when registered your child at our nursery. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)

### *Records*

- A record of complaints in relation to our nursery, or the children or the adults working in our nursery, is kept, including the date, the circumstances of the complaint and how the complaint was managed for at least three years.
- The outcome of all complaints is recorded in the Complaint Investigation Record, which is available for parents and Ofsted inspectors on request.