**Policy on Complaints**

We are committed to providing the best experience possible for both children and staff at this nursery.  It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the children’s best interests.  In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

A concern may be defined as ‘*an expression of worry or doubt over an issue considered to be important for which reassurances are sought’*.

A complaint may be defined as ‘*an expression of dissatisfaction however made, about actions taken or a lack of action’*.

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

**Concerns should be raised with either the key person or manager (Sarah-Rose). If the issue remains unresolved, the next step is to make a formal complaint.**

The manager/s will respond to any formal complaint within 14 days, and aim to resolve complaints within 28 days. The cause of the complaint will be internally investigated by the owner/manager and recorded on the complaint form.

**Please note that complaints pertaining to Safeguarding or Welfare concerns will follow the Safeguarding and Child Protection procedures or Allegations of Child Abuse against staff.**

Complaints received via Parent Complaint Form will also be recorded by staff, and dated, on the Provider Complaint Form. Both will be securely stored in the locked cabinet in the office (see next page for template), accessed only by the manager/s.

After a complaint has been resolved the final outcome will be written on the Provider Complaints Form and Parent Complaint Form.  This will be stored in the file of the persons involved and stored in the office.  This will be protected under our Data Protection.

Any recommendations for changes in procedure will be made and noted against the complaints policy.

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

If parents feel that they have not received a satisfactory response to their complaint after talking to the nursery staff and meeting with Owner/manager, it is understood that parents have the right to phone OFSTED. Ofsted phone number is 0300 123 4666.

Complaints by members of staff will be dealt with by Owner/manager immediately under the Whistleblowing policy .

After an inspection has been completed, parents and/or carers will have a copy of the inspection report made accessible.

**If a parent wants to withdraw their complaint, we will ask them to confirm this in writing.**

**Roles and Responsibilities**

**Complainant**

The complainant will receive a more effective response to the complaint if they:

* explain the complaint in full as early as possible
* co-operate with the nursery in seeking a solution to the complaint
* respond promptly to requests for information or meetings or in agreeing the details of the complaint
* ask for assistance as needed
* treat all those involved in the complaint with respect
* refrain from publicising the details of their complaint on social media and respect confidentiality.

**Investigator**

The investigator’s role is to establish the facts relevant to the complaint by:

* providing a comprehensive, open, transparent and fair consideration of the complaint through:
* sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
* interviewing staff and/or children/young people and other people relevant to the complaint
* consideration of records and other relevant information
* analysing information

The investigator should:

* conduct interviews with an open mind and be prepared to persist in the questioning
* keep notes of interviews or arrange for an independent note taker/third party to record minutes of the meeting
* ensure that any papers produced during the investigation are kept securely pending any appeal
* be mindful of the timescales to respond

**The manager will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate details.**

**Parent Complaint Form**

Please complete and return to the manager at Monique’s Montessori Day Nursery who will acknowledge receipt and explain what action will be taken.

|  |
| --- |
| **Your name:** |
| **Child’s name (if relevant):** |
| **Your relationship to the child (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone number:**  **Evening telephone number:** |
| **Please give details of your complaint, including whether you have spoken to anybody at the nursery about it.** |
| **What actions do you feel might resolve the problem at this stage?** |
| **Are you attaching any paperwork? If so, please give details.** |
| **Signature:**  **Date:** |
| **Official use** |
| **Date acknowledgement sent:** |
| **By who:** |
| **Complaint referred to:** |
| **Date:** |

**Provider complaints record form**

**Date of complaint**

|  |  |
| --- | --- |
| **A: Source of complaint** | |
| Parent (in writing, including email)5  Parent ( in person)  ⁭Parent (phone call)  Staff (in person)  Staff (in writing, including email)  Staff (phone call)⁭ | Staff  Member  ⁭Anonymous  ⁭Ofsted (include complaint number if known)  ⁭  Other (please state) |
| **B: Nature of complaint**  **(Please tick which Safeguarding and Welfare Requirement that the complaint relates to)** | |
| ⁭ | ⁭ |
| * Child Protection * uitable People      * Staff  qualifications, training, support and Skills      * Key Perso * Staff: child ratios      * Healt * Food and drin * Accident and injur * Managing behaviou * Safety and suitability of premises, environment and equipme * S * Premises      * Risk assessment * Outings      * Equal opportunities      * Information and records      * Information for parents and carer | |

Please give details of the complaint

5 Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

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| **C: How it was dealt with** |
| Internal Investigation  ⁭  Investigation by Ofsted  ⁭  Investigation by other agencies (please state)  ⁭ |

Please give details of any internal investigation or attach any outcome letter from Ofsted:

|  |
| --- |
| **D: Actions and outcomes** |
| Internal actions  ⁭  Actions agreed with Ofsted  ⁭  Changes to conditions of registration  ⁭  Other action taken by Ofsted  ⁭  No action  ⁭  Actions imposed or agreed with other agencies |
| Please give details: |

**Has a copy of this record been shared with parents? Yes or No**

|  |  |
| --- | --- |
| **Name of Recorder:** | **Outcome notified to parents : Yes (within 28 days)6**  **Date:** |
| **Position:**  **Name:**  **Signature:** | **Date Completed:** |

6 Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.