



## **Complaints and compliments**

At Walmer Bridge Day nursery and Out of School Club we believe that parents are entitled to expect courtesy and prompt, careful attention to their child's individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with the staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we will follow our safeguarding policy.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early teaching provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

#### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the manager. The manager will then investigate the complaint and report back to the parent within 5 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2)

#### **Stage 3**

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior member of staff to ensure that it is dealt with

comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree to it and receive a copy. This will signify the conclusion of the procedure.

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have a right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nurseries registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements aren't being met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time of complaint received, actions taken, result of any investigations and information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been appropriately met.

Contact details for OFSTED

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone 03001231231

By post:

Ofsted  
Piccadilly Gate  
Store street  
Manchester  
M12WD

Parents will also be informed of the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents/and or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the nursery	Date for review
May 2018		April 2019