

COMPLAINTS POLICY & PROCEDURE

Bowlers Nursery offers a high standard of childcare; the staff strive to deliver a service in which the nursery can be proud. Bowlers Nursery is happy to receive ideas and suggestions in how we can improve our practices. At Bowlers Nursery we acknowledge that we do not always 'get things right' however we take every step to rectify matters as quickly as possible if matters are brought to our attention.

If however, a Parent/Carer/User has a concern either involving their child or the nursery that they are not happy with they should follow the procedure as outlined below.

Stage 1:

At Bowlers we are proud to say that we have established very good relationships with the parents; as such we would be pleased that if any parents had any concerns in regards to their child they would first raise the matter/concern with their Key Person (notes may be taken for future reference)

Stage 2:

If parents are not happy with the outcome or the matter has not been resolved to their satisfaction they can discuss the matter with the Manager (notes will be taken).

Parents may put their complaint in writing which would instigate further proceedings and an investigation.

Once the Manager has investigated the complaint s/he will inform the parent as to the outcome.

Written complaints and subsequent investigations are recorded and stored in a confidential file.

Stage 3:

If at this stage the parent is unhappy with the outcome of the investigation a formal meeting will be held with the Manager and Chair Person of the Committee. The Parent may have a Partner/Friend present if required. All matters relating to the complaint will be discussed and any action to be taken if appropriate. The discussion will be recorded and signed by all present and stored in the confidential file.

Stage 4:

If at this stage the parent and setting cannot agree on how matters have been resolved, the nursery may invite an external mediator to support both parent and setting. The parent will be given a list of neutral mediators within the Council.

The mediator will listen to all actions taken and discuss matters with all parties involved.

The mediator records all discussions and advice given.

Stage 5:

On completion of the investigation the mediator will meet with all parties and agree any actions to be taken if appropriate. All matters discussed will be recorded and signed by all involved. The signed record concludes matters.

Informing Ofsted:

Bowlers Nursery endeavours to resolve all matters of concern to the best of their ability; however parents may contact Ofsted at any stage of the complaints procedure.

Parents are invited to approach Ofsted in all regards relating to a breach of registration or a safeguarding concern.

The number to contact Ofsted in regards to a complaint is: 0300 123 1231 or write to them at: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD quoting our Registration Number 131671.

(The nursery has a legal duty to hear any complaints within 28 days of receiving it)

The nursery is required to keep records of any complaints made for 3 years

This policy is reviewed on an annual basis

COMPLAINTS POLICY REVISED JUNE 2013

SIGNATURE: _____ (Manager)

SIGNATURE: _____ (Director)

CONCERN OR COMPLAINTS FORM

NAME:

Please outline the nature of your concern or complaint: (please include dates & an account of the incident if applicable)

Please state how you wish to proceed with this matter: (the Manager will inform you of the procedure)

All matters raised with the Manager or Management Committee will be investigated thoroughly. Parents are advised that complaints will be treated in the strictest confidence and they will be kept informed throughout the complaints procedure.

Name & Signature of Complainant:

Name & Signature of Person receiving the Complaint:

COMPLAINTS RECORD

Date of complaint:

Source of complaint			
Parent (in writing, including email)	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint no if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
Nature of complaint (please tick general welfare requirement/s that the complaint relates to and include which specific legal requirement)			
Safeguarding and promoting children's welfare:	<input type="checkbox"/>	Suitable premises, environment and equipment:	<input type="checkbox"/>
Suitable people:	<input type="checkbox"/>	Organisation:	<input type="checkbox"/>
		Documentation:	<input type="checkbox"/>
Please give details of the complaint:			

How was it dealt with?	
Internal investigation	<input type="checkbox"/>
Investigation by Ofsted	<input type="checkbox"/>
Investigation by other agencies (please state)	<input type="checkbox"/>
Please give details of any internal investigation or attach any outcome letter from Ofsted:	
Actions and outcomes	
Internal Actions	<input type="checkbox"/>
Actions agreed by Ofsted	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>
Other action taken by Ofsted	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions imposed or agreed with other agencies	<input type="checkbox"/>
Please give details:	
Has a copy of this record been shared with parents? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Name of recorder:	Outcome notified to parent? Yes <input type="checkbox"/> (within 28 days) Date:
Position: Name: Signature:	Date completed: