



## **Complaints Policy**

### **Summary:**

- Stages of complaints
- Safeguarding children
- Making a complaint to Ofsted

In normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, a Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

### **Stages of complaints**

#### **Stage One**

If a parent/carer has a complaint about some aspect of Happy Nursery Days activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the manager. As outlined in the Partnership with Parent/carers policy, the nursery should be committed to open and regular dialogue with parent/carers and welcome comments on its services, regardless of whether they are positive or negative.

In the first instance, parent/carers should be encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

#### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parent/carers should put their complaint in detail and in writing to the manager. They should include relevant names, dates, evidence and any other important information on the nature of the complaint.

Happy Nursery Days will acknowledge receipt of the complaint as soon as possible – within three working days at least –and fully investigate the matter within 5 working days. If there is any delay, the nursery will advise the parent/carers of this in good time and offer an explanation. The manager will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint from the nursery must be sent to the parent/carer concerned within 10 days and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the nursery's policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Nursery's response

to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents or carers remain dissatisfied with the response they have received, the original complaint along with the nursery's response will be passed to Head Office - Ekaya Housing Association 'complaints department' who will adjudicate the case.

Head Office 'complaints department' will review and investigate the complaint and send a detailed response, including any actions to be taken, to both the manager and the parent/carers concerned within 28 working days.

### **Safeguarding children**

If the manager has good reason to believe that the situation has child protection implications, they will inform the Designated Safeguarding Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy.

If the complaints involves an allegation against a member to staff that may have harmed a child, the Local Authority Designated Officer (LADO) will be advised in accordance with the Allegations against Staff policy.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they must contact the police.

### **Making a complaint to Ofsted**

Any parent/carers can, at any time, submit a complaint to Ofsted about any aspect of Happy Nursery Days.

Contact details for the regulator: OFSTED Complaints Helpline 03001231231;

Address: Ofsted Piccadilly Gate, Store Street, Manchester M1 2WD

The policy was modified and adopted on June 2014

Signed Caroline Ofosuhene

Role of signatory: Manager

**This policy was reviewed and updated: October 2016**