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MAKING A COMPLAINT POLICY – COLLEGE NURSERIES

Leicester College Day Nursery

EYFS Safeguarding and Welfare Requirements Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers and must keep a written record of any complaints, and their outcome

1. POLICY STATEMENT

- 1.1. 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

2. PROCEDURES

- 2.1. All nurseries are required to keep a written record of all 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 below.

3. MAKING A COMPLAINT

Stage 1

- 3.1. If a parent is unhappy about any aspect of their child's care or how they feel they has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what they are unhappy about. The key person will offer an explanation and an apology if appropriate. Most complaints should be resolved amicably and informally at this stage.

- 3.2. We record the issue and how it was resolved in the child's file. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer, procedure 'Allegations against staff, volunteers or agency staff' will be followed.

Stage 2

- 3.3. If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they will be directed to the nursery manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the setting manager writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
- 3.4. Parents can also email jsamuel@leicestercollege.ac.uk or tstewart@leicestercollege.ac.uk for FPC or jelton@leicestercollege.ac.uk or zwilson@leicestercollege.ac.uk for APC.
- 3.5. The Nursery stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the nursery manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- 3.6. The nursery manager will pass the information to the College quality team for logging. The setting manager will then investigate the complaint and provide time to feedback to the parent within 15 working days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child. The summative points are logged in the Complaints Summary Record.
- 3.7. When the investigation into the complaint is completed, the nursery manager meets with the parent to discuss the outcome.

Stage 3

- 3.8. If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the Head of Service for Inclusion who is also a member of the College's Safeguarding Team. The parent may have a friend or partner present if required. If the complaint involves the nursery manager, the nursery manager should have the support of the relevant HR business partner.
- 3.9. 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.

- 3.10. If the parent is still not satisfied, then they are entitled to appeal the outcome verbally or in writing to Leicester College the Director of Student Services for further investigation, who will respond to the parent within a further 14 days.

Stage 4

- 3.11. If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- 3.12. The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:
- 3.13. The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board or local safeguarding partners.
- 3.14. Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding Welfare Requirements of the Early Years Foundation Stage are adhered to.
- 3.15. Parents can complain to Ofsted by telephone or in writing:
- Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231
- 3.16. These details are displayed on our setting's notice board and in the Parent Information Pack each family receives on registration.
- 3.17. If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority or local safeguarding partners to ensure a proper investigation of the complaint, followed by appropriate action.

4. AGENCIES

- 4.1. If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- 4.2. The complaint is acknowledged in writing within 10 days of receiving it.
- 4.3. The nursery manager investigates the matter and meets with the individual to discuss the matter further within 15 working days of the complaint being received.

- 4.4. An agreement needs to be reached to resolve the matter.
- 4.5. If agreement is not reached, the complainant may write to the Director of Student Services who acknowledges the complaint within 5 days and reports back within 14 days.
- 4.6. If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the owners/directors/trustees.

5. OFSTED COMPLAINTS RECORD

- 5.1. Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- 5.2. The record of complaints is a summative record only.
- 5.3. A record of complaints will be kept for at least 3 years.
- 5.4. In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.
- 5.5. This procedure is displayed on Parent Notice Board.

6. COMMUNICATION AND REVIEW

- 6.1. This Policy will be shared with parents and reviewed every three years.