

Shadwell Childcare

Complaints Procedure

Adopted on November 2019

Date to be reviewed: November 2020

Complaints Procedure

Statement of Intent

Our Nursery believes children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our provision at any time. Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Trustees will conduct the investigation and take any other appropriate steps as detailed below. All complaints made against staff will be recorded. We find that many concerns can be resolved quickly by an informal approach. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Our Aim

As a member of the Early Years Alliance we aim to provide the highest quality education and care for all our children. We welcome each individual child and family and provide a warm and caring environment within which all children can learn and develop as they play.

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

Our nursery Complaints Procedure aims to:

- encourage resolution of problems by informal means wherever possible
- be easily accessible and publicised
- be simple to understand and use
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary;
- respect peoples' desire for confidentiality
- address all the points at issue and provide an effective response and appropriate redress, where necessary
- provide information to the Nursery management team so that services can be improved

Methods:

A complaint may be made in person, by telephone or in writing. Or if preferable the Complaints Recording Form (CRF2019) can be used. All telephone calls and meetings will be recorded to ensure that the Nursery and the parent have the same understanding of what was discussed and agreed. An Internal Complaints form will be completed to detail the procedure and which follows the action taken (CIF2019)

How to complain;

Stage 1 – heard by Manager

- A parent who is uneasy about any aspect of the setting and its provision should first of all talk over any worries and anxieties with the manager
- The provision is committed to open and regular dialogue with parents/carers and we welcome all comments on its service

Stage 2 – Complaints form via Manager (or Chair of Trustees)

- If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Nursery Manager. A Complaints Recording Form (CRF2019) is available if required. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included on any correspondence. If the complaint relates to the manager, the written complaint should be addressed to the Chair of Trustees
- If there is reason to believe that the situation has child protection implications, they will contact Leeds Children's Social Care and/or the local authority Designated Officer (the LADO), according to the procedure set out in the Child Protection policy.
- If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police.
- The Setting will acknowledge receipt of the complaint as soon as possible - within three working days at least – and fully investigate the matter within 15 working days unless the LADO or police are involved. If there is any delay, the Setting will advise the parent/carer of this and offer an explanation.
- Where external agencies (e.g. children's social care, LADO or police) are involved, the Nursery will not be permitted to investigate without the agreement of those agencies
- The Nursery Manager (or Chair of Trustees) will be responsible for sending a full and formal response to the complaint to the parent/carer concerned 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 Setting's policies or procedures emerging from the investigation.
- The Nursery Manager (or Chair of Trustees) 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 Setting's response to it.
- The Nursery Manager (or Chair of Trustees) will judge whether it is best for all parties to meet together or if individual meetings are more appropriate.

Most complaints should be able to be resolved at Stage 1 or at Stage 2

Stage 3 - Meeting with Nursery Manager (or Chair of Trustees)

- For unresolved issues, the next stage is to request a meeting with the manager unless the complaint relates to the manager, in which case a meeting with the Chair of Trustees should be requested. Both parents and the manager (or Chair of Trustees) can have a representative present if required and an agreed written record of the discussion should be made. All of the parties should sign the record and receive a copy of it.

Stage 4 - Responses from Trustees

- If at the conclusion of the stage 3 process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Setting's response will be passed to the trustees who will adjudicate the case.
- The Chair of Trustees may ask another trustee to undertake the investigation, or may seek an independent person not related to the nursery.
- The trustees will communicate a detailed response, including any actions to be taken, to both the Nursery Manager and the parents/carers concerned within 15 working days.

Stage 5 - Meeting with Management, Trustees and Mediator as required

- If at the conclusion of the stage 4 process a final meeting between the parent, nursery manager and Chair of Trustees is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- If parents/carers remain dissatisfied with the response they have received, the Early Years Alliance will also be available to act as mediator if both parties wish it has concluded her/his investigations.
- The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached
- The mediator if present will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.
- A record of this meeting, including the decision on the action to be taken, is made.
- Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Records

- A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Confidentiality

- All complaints will be treated in confidence. Records and correspondence associated with a particular complaint will be kept confidential unless the Nursery is required to disclose certain information by Ofsted during the course of an inspection or when any other legal obligation is brought to bear

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the setting and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality

The role of the registering authority

In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to and with whom the Early Years Alliance works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements.

Formal complaints will be responded to within 28 days and will be reported to Ofsted 0300 123 1231.

Parents/carers are able to contact Ofsted on 0300 123 1231 at any time; this number is displayed on a poster in the entrance area

If a child appears to be at risk, our nursery follows the procedures of the Leeds Safeguarding Children Partnership (LSCP) and the Safeguarding and Child Protection Policy

Ofsted

Parents have the right to inform Ofsted of their complaint should it not be resolved satisfactorily by the Nursery. Correspondence should be addressed to the address below:

Contact Information

For information and advice about Ofsted Online please telephone our contact centre.

Tel: 0300 123 1231

Opening Times:
08:00 to 18:45, Mon- Fri

Alternatively, you can email us at

enquiries@ofsted.gov.uk

Or you can write to us at this address:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

The chair of trustees can be contacted by email at carolyn.eyre@btinternet.com or in writing by placing a sealed envelope addressed to 'the Chair of Trustees – confidential' in the nursery office.

Shadwell Childcare Complaints Recording Form (CRF2019)

Name

Address

.....

Postcode

Telephone number(s)

Email address

If applicable, name of child(ren) and which room they attend

.....

Your relationship to the nursery, e.g. parent, carer, neighbour, member of the public, student:

.....

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint? Who did you speak to, when and what was the response?

What actions do you feel might resolve the problem at this stage?

Signature Date

Official Use:

Date of acknowledgment By whom

Complaint referred to Date