

Fairytales

Day Nursery



Complaints

Statement of intent

We aim to provide the highest quality and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm caring environment within which all children can learn and develop as they play.

Fairy tales Day 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 nursery and will give prompt and serious attention to any concerns about the running of 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.

Aim

We aim to bring all concerns about running of our setting to a satisfactory conclusion for all parties involved. To achieve this we operate the following complaints procedure. Please note if the complaint is an allegation of abuse by staff there is the allegation of abuse policy to follow.

Stage 1

- Any parent who has a concern about an aspect of nursery first of all talks it over with their child's key worker and then if necessary person in charge/Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent will put the complaint in writing to the Manager and proprietors.
- The nursery stores any written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Manager then meets with the parents to discuss the outcome.
- When the complaints are resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he/she requests a meeting with the manager and proprietors. The parent could have a friend or partner present.
- All agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at his stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and the setting cannot reach an agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussion confidential. He/she can hold separate meeting with the manager and parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent, the manager and proprietors is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think that this will help a decision to be reached.
- A copy of this meeting, including the decision on the action to be taken, is made. Everyone at the meetings signs the record and keeps a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children's Board.

- Parents may approach Ofsted at any time of the complaints stage. 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 National Standards for Day Care are adhered to.
- The address and telephone number of our regional centre is:

Ofsted

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

TELEPHONE NUMBER: 03001231231 www.ofsted.gov.uk – also provide advice on what to do regarding any concerns/complaints.

Ofsted will investigate the matter further and will require nursery to furnish them with the evidence of their investigations. Parents will be kept informed fully of these proceedings. If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children's Board in our local authority.

Records

A record of all complaints against our nursery, or the children, or the staff is kept, including the date, circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.