



## **Concerns, Complaints, and Compliments**

Tiddlers Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their (and their child's) needs and wishes. We welcome suggestions on how to improve the 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 which we hope will be led to them being resolved quickly and appropriately with the correct action.

### **Aims:**

We aim to provide high quality, safe, stimulating and consistent provision for all children and parents. We understand that there may be times where a parent may not agree with the approach we are currently taking. To improve and provide a high-quality environment, comments, suggestions, and complaints will improve our practice. We aim to bring all concerns about the running of the Nursery to a satisfactory conclusion for all the parties involved. To achieve this, we will follow this policy.

### **How to make a minor complaint/voice a concern:**

Stage 1 – Any parent, staff or visitor who is uneasy about an aspect of the Nursery's provision can discuss all of their concerns with the Nursery staff and Nurseries management.

Stage 2 – If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to stage 2 of the procedure by putting their concerns or complaint in writing to the Nursery Manager (unless the complaint is about the Nursery Manager in which case our deputy practitioner Gemma should be contacted. The nursery keeps all complaints from parents in the complaints, compliments and concerns folder. When the complaint has been investigated, the Nursery Manager will meet with the parents and explain the outcome within 28 days of the complaint being made.

### **Most complaints should be able to be resolved informally at Stage 1 or 2.**

Stage 3 – The parent requests a meeting with the Nursery Manager and the Deputy Manager. An agreed written record of the discussion and any agreed action is made. All of the parties present at the meeting sign the record and receive a copy of it. The signed record signifies that the procedure has concluded.

Stage 4 If at the Stage 3 meeting, the parent and Nursery 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 define the problem, review the action so far and suggest further ways in which it may be resolved.

Staff or volunteers in with the Pre-School Learning Alliance are appropriate persons to act as mediators.

The mediator keeps all discussions confidential. He/ She can hold separate meetings with the Nursery personnel (Nursery management) and the parent if this is deemed 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 is held between the parents, the Management. 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 the conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of the 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.

#### Making a serious complaint:

In the event of a serious complaint being made the parent will need to speak to the management of the nursery. Any discussions and concerns will be recorded and action is taken (if necessary). This information will then be investigated, and appropriate action taken. Appropriate or relevant agencies or individuals will be contacted (hospitals, OFSTED, etc) to help with the complaint if needed. Parents will be kept informed of the development and actions being taken to resolve the complaint. All actions will be recorded along with the complaint being made.

#### Making a complaint to OFSTED:

Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare and Safeguarding Requirements are adhered to.

Contact details for Ofsted:

**Ofsted National Business Unit, Picadilly Gate, Store Street, Manchester, M1 2WD.**

**Tel: 0300 123 1231 or 0300 123 4666**

These details are displayed in the Nursery on the parent's welcome notice board.

If a child appears to be at risk, our Nursery follows the procedures of the local authority. In these cases, both the parent and the Nursery are informed, and the Nursery Manager works with Ofsted or the Area

Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

Compliments:

The nursery is happy to receive feedback from parents/visitors about the setting. All compliments can be put in writing and kept in a compliments book.

Signed on behalf of the nursery:

Date:

The date for review: