

Egerton Nursery & out of School Club

Complaints & Compliments Policy



Egerton Nursery and Out of School Club

EYFS: 3.74, 3.75

Document History

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Approved by	Director Trustee's
Approval date	28/03/2022
Review period	1 year
Review date	26/03/2023

Version History

Version	Date	Changes
2	08/03/2021	Major overhaul to policy document.

List of Abbreviations Used

SENCo	Special Educational Needs Coordinator
OFSTED	Office for Standards in Education, Children's Services and Skills
HSE	Health and Safety Authority

Complaints and Compliments

Legislation and regulatory requirements

Having a clear, written policy and procedure on complaints is a requirement of the [Child Care Act 1991 \(Early Years Services\) Regulations 2016](#) under Part VIII Regulation 32.

Children's needs

Children need their parents/guardians to be able to easily, safely and effectively raise concerns with or about the service provided, on behalf of their children, to ensure that the quality of care and education they receive is always safe and of good quality.

Parents'/Families' needs

Parents/guardians need to:

- Feel comfortable about approaching the service staff to comment on:
 - the way services are provided; and
 - the way the curriculum works or does not work for their child.
- Feel able, and supported, to make a complaint about any aspect of service provision without fear of a negative impact on their child's experience in the setting.
- Know that they will be kept informed about the progress of any investigation into their complaint and about the outcome of the investigation.

Staff needs

Staff members need to know:

- That the service policy is to welcome and accept any comments or complaints.
- What the procedure is if any parent or other individual raises a concern with them and/or makes a complaint about any aspect of the service.
- Who is responsible for managing complaints within the service,
- Who must carry out investigations.
- Who is responsible for recording information about the complaint and the details that should be recorded.
- That they absolutely must ensure that no complaint results in any negative impact on any child in the setting.

Management needs

Management needs:

- To acknowledge the possibility of complaints and be very clear on how they will receive, manage, investigate and record any complaints in advance of any being made.
- To ensure that the policy and procedures relating to comments and complaints is clear, comprehensive and meets the requirements of all relevant legislation and regulations, in particular the Child Care Act 1991 (Early Years Services) Regulations 2016 and Data Protection legislation.

- To know that all members of the staff team will be clear on their roles and responsibilities in relation to receiving comments or complaints from parents/guardians or others, about any aspect of the service provided.
- To ensure that parents/guardians and the board can be given clear policy information on registration as well as in the event of a complaint being made.
- To be clear on the roles of the HSE, the Health and Safety Authority in relation to investigating certain complaints.

Introduction

This policy and procedure describes the process of making a complaint and the roles and responsibilities of those involved in handling complaints.

Definition of Complaint

A complaint is an expression of dissatisfaction about an act or omission requiring a response and can be expressed verbally, in writing by letter or electronically by email from members of the public or someone acting appropriately on their behalf.

Policy Statement

At **Egerton Nursery & Out of School Club** we are committed to providing a quality service to children and their parents/guardians and we regularly evaluate our service in order to ensure this and to monitor the standard of our performance.

While this is our aim, we accept that sometimes things do not always go to plan. In such circumstances, we want to know, so that we can put things right and learn from our mistakes.

Therefore, we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We welcome all comments on our services, positive or negative. Complaints will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is. We also welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the setting.

Key Principles

If a complaint is made against the Manager, a representative of the management committee (usually the chairperson) will conduct an investigation and ensure appropriate management and recording of the complaint.

In the event of errors being made, **Egerton Nursery & Out of School Club** will endeavour to correct them as quickly as possible and to give an explanation and, where appropriate, an apology.

All complaints made – both formal and informal – will be recorded in detail. (Appendix A) Records will be stored in the Complaints Records File and will be retained for at least two years following resolution of the complaint as required by regulation.

All information relating to any complaint will be treated as confidential and shared only on a need-to-know basis. In the case of a Child Protection concern the Child Protection Policy will apply. All records of complaints will be kept in full compliance with the [Child Care Act 1991 \(Early Years Services\) Regulations 2016](#), Data Protection Act 2018 and Freedom of Information Act 2014. The Complaints Records File will be available to those authorised to inspect it.

The evaluation of the outcome of the complaint will form part of the considerations for future policy and practice and risk management procedures.

How a complaint is received

Egerton Nursery & Out of School Club is committed to open and regular communication with parents/guardians. We welcome all comments on our services, whether they are positive or negative.

Complaints will be accepted irrespective of the nature of the complaint or who the person making the complaint is.

How to make a complaint

A complaint can come to the attention of the service in a number of different ways:

- Contact, by phone or in person, with a staff member or by letter & or email.
- The complaint may be made by the person directly affected or by a person acting on their behalf.

Internal complaints procedure

Stage 1 Informal Process

If any parent/carer should have cause for concern or any queries regarding the care or early learning provided by the setting, they should in the first instance be encouraged to speak directly to the relevant member of staff. If they do not wish to do this, they can take it up with the Manager or a senior member of staff.

Stage 2 Formal Process

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the setting manager. The manager will then investigate the complaint and report back to the parent within **7 working days**. The manager will document the complaint fully and the actions taken in relation to it in the complaint's Record/logbook.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The setting will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If at the Stage 3 meeting the parent and manager cannot reach agreement, the parent can request further investigation in writing by a Director.

Any Director who had not directly dealt with the complaint in the first instance will be able to look at the details of the complaint and decide whether or not he or she is in agreement with either party.

Stage 5

A final meeting between the parent, the Manager and or Director is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The Director's advice who was now dealing with the complaint is used to reach this decision.

A record of this meeting, including the decision on the action to be taken, is made. An agreed written record of the meeting is confirmed in writing by way of a letter to the complainant. This would signify that the procedure has concluded.

Final stage

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with **Ofsted**. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the setting's registration. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the setting becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

If a child appears to be at risk, our nursery follows the procedures set out in our Child Protection policy. In these cases, both the parent and nursery are informed and the manager works with Ofsted and the local authority (Social Services Advice and Assessment Team and Child Protection Unit) to ensure a proper investigation of the complaint followed by appropriate action. We inform the local authority Safeguarding & Welfare Officer of all such complaints.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our *Safeguarding/Child Protection Policy.

Records

A record of complaints against **Egerton Nursery & Out of School Club** and/or the children and/or the adults working in the setting is kept, including the date, the circumstances of the complaint and how the complaint was managed. The complaints log and subsequent materials relating to complaints are kept on file for three years or until the next inspection at the setting.

Parents and professionals can look at individual records of complaints documented on the Ofsted recommended pro-forma but may not look at confidential material including actual complaints in writing from parents or the complaints log/summary of complaints, as this would break confidentiality. Professionals from Ofsted and/or the local authority Safeguarding and Welfare Officer, may examine all material in the Complaints File if requested.

We record all **compliments** and share these with staff.

Policy to be reviewed within 12 months.

This policy was adopted on	Signed on behalf of the nursery	Date for review
24.03.2021		March 2022

Appendix

Record of Concern/Complaint

Date;

Complainant name:
 Address:
 Contact number: (or preferred contact method e.g. email address)

Details of concern/complaint (continue on reverse if required)

Action taken/notes (continue on reverse if required)

Outcome
 Resolved Escalated to Manager
 Escalated to Director Escalated to Board

Recommendations

Lessons Learnt



Complaints
Record.doc