



Filthy Squirrels Woodland Nursery

Complaints Policy

Date Created: September 2020

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

Methods

We operate the following complaints procedures for dealing with complaints against our setting. We will investigate all written complaints, including those relating to the Early Years Foundation Stage requirements, and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We also keep a complaint form all complaints received, action taken and the outcomes. Thus, when completing this record, we will bear in mind the need for appropriate confidentiality. This log is stored electronically on Baby's Days.

Making a complaint about practice or procedures within the nursery setting

Stage 1

- Any person, parent or other, who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the nursery Manager, deputy or their child's keyworker.
- Most concerns 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 person / parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to nursery Manager.
- The setting stores written complaints from parents in a confidential 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. All other complaints will be stored in a separate appropriate file.



- The setting will investigate all written complaints and will record the process that was taken to ensure the complaint was fully investigated, eg interviews, reviews of records; who was involved in the investigation; any referrals made to an external agency (eg local authority environmental health department or social services).
- Details of the outcome of the investigation will include, any action(s) identified by the setting; any action set or taken by Ofsted; any action taken by another external agency, where permission to do so has been given; the outcome of the investigation, identifying any areas where it is felt improvements to the setting could be made; if a member of staff was dismissed following the investigation (and under what circumstances) [if this was due to the fact they placed a child at risk of significant harm, they may need to be referred onto the Independent Safeguarding Authority's barred list – advice can be sought from the ISA and Ofsted].
- When the investigation into the complaint is completed, the nursery Manager meets with the complainant to discuss the outcome where appropriate. A separate letter to the person / parent who made the complaint giving more detail may also be issued, if requested or we think it is appropriate.
- When the complaint is resolved at this stage, the summative points are logged in the complaints form and filed in the Complaints folder.

Stage 3

- If the person/parent is not satisfied with the outcome of the investigation, he or she can escalate the complaint to the next stage. A union representative will be called to attend.
- 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.
- This meeting would be an opportunity for the complaint to be resolved. When the complaint is resolved at this stage, the summative points are logged on the complaints form and filed in the Complaints folder and the outcome will be shared with the parent.

During the complaints process:

- Parents may approach Ofsted directly at any stage of this complaint 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 Early Years Foundation Stage requirements are adhered to.



- Ofsted are: Tel. No. 0300 123 4666 or can be emailed at enquiries@ofsted.gov.uk.
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed, and the setting Manager works with Ofsted or the Area Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- Parents can request to see the complaints form and must request in writing via email.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed and the outcome.
- This information is recorded on the Complaints form which is available for any parent or staff member of the setting to view if requested.
- We will keep the record of concerns and complaints for at least three years.
- We must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.



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Complaints record

Date of complaint:			
A: Source of complaint			
Parent (in writing, including email) ⁵	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
B: Nature of complaint (please tick all boxes that the complaint relates to)			
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
	<input type="checkbox"/>	Compulsory Register	<input type="checkbox"/>
		Voluntary Register	<input type="checkbox"/>
Please give details of the complaint:			



A large, empty rectangular box with a thin black border, occupying the central portion of the page. This box is intended for the user to provide details of a complaint.



C: How it was dealt with		
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Please give details of any internal investigation or attach any outcome letter from Ofsted: 		
D: Actions and outcomes		



Internal actions	<input type="checkbox"/>	
Actions agreed with Ofsted	<input type="checkbox"/>	
Changes to conditions of registration	<input type="checkbox"/>	
Other action taken by Ofsted	<input type="checkbox"/>	
No action	<input type="checkbox"/>	
Actions imposed or agreed with other agencies	<input type="checkbox"/>	
Please give details:		
Parent requested copy of complaint form?	Yes/No	
Complaint form shared with parent?	Yes/NO	
Name of recorder:	Outcome notified to parent: Yes	
	Date:	
Position:	Date Completed:	
Name:		
Signature:		

