



Complaints Procedures

The Setting's aim is to provide the highest quality care for all children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and interact.

We believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our Setting at any time.

Making Concerns Known

A parent/carer who is uneasy about any aspects of the setting's provision should first talk over any worries and anxieties with the Manager or their child's key person. If this does not have a satisfactory outcome within a couple of weeks, or if the problem reoccurs, the parent should put the concerns or complaint in writing and request a meeting with the Manager. The Manager at the setting will then complete a Provider's Complaints Form and take the following action:-

1. The Providers form will be completed (please refer to sample form in file). The form will be completed confidentially.
2. An investigation into the complaint will take place.

Investigation

The following information will be investigated:-

1. The procedure which was followed to ensure the complaint was fully investigated, such as interviews and reviews of records.
2. Who was involved in the investigation without identifying any individuals named in the complaint including staff and children/young people.
3. Any referrals made to an external agency, for example, local authority, environmental health department or social services.

Actions and Outcomes

Information will be provided on how the setting investigated the complaint, we will record the following: -

1. Any actions identified by the setting.
2. Any actions set or taken by Ofsted
3. Any action taken by another external agency where permission was obtained to do so.
4. The outcome of the investigation and any areas that have been identified that the setting could improve.
5. If a member of staff had been dismissed following the investigation and if so under what circumstances.
6. If the member of staff was dismissed for misconduct because they placed a child at risk of significant harm.

The setting will share the accounts of the findings of the investigation and action, if any, that were taken or intended to take as result of the investigation with the parent/carer at the setting. This will be done within 28 days from the date the complaint was made.

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 interest of the setting and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Major concerns/complaints can be forwarded to:

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Telephone number 0300 123 1231

This policy was adopted at a meeting of the Nursery/Oosc held on 18 April 2016

Signature of the Nursery/Oosc Manager