

Complaints, Concerns and Suggestions Policy

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

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

Make concerns known:

A parent who is uneasy about any aspect of the nurseries provision should first of all talk over any worries and anxieties, if possible with the Key Person or Room Leader. If this is not possible, then the Nursery Manager should be approached.

Most complaints should be resolved informally at the initial stage. If you feel that you cannot approach the nursery then you can also contact:

Early Childhood Services

Childrens Services – West Sussex County Council

Tel: 01243 777807

Multi Agency Safeguarding Hub (MASH)

Tel: 01403 229900 / Out of hours – 0330 222 6664

A parent has the right to contact the Ofsted helpline if they so wish to tell them that the childcare is good, can it be made better or if you have any concern:

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
www.ofsted.gov.uk/parents

Making a Complaint

Policy statement

At Kamelia Kids we believe 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 our setting and will give prompt and serious attention to any concerns about the running of the setting.

Kamelia Kids will acknowledge complaints, deal with them effectively and aim to resolve issues swiftly.

Kamelia Kids will aim to:

- Take all concerns and complaints seriously
- Make efforts to deal with complaints informally and at an early stage in a spirit of partnership. The aim should be to identify areas of agreement between the parties. It is also equally important to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues.
- Apologise wherever necessary. An admission that the nursery could have handled the situation better is not the same as an admission of negligence.
- Deal with complaints in an impartial and non-adversarial manner. As far as possible deal with complaints in such a way as to resolve the issue, maintaining the best interests of the child involved.
- Make available a written complaints procedure for all parents and prospective parents which is easily accessible and simple to understand and use. The complaints procedure will be published on the website.
- Ensure a full and fair investigation is undertaken normally by a person who has not been directly involved in the matter.
- Respect people's desire for confidentiality.
- Use the outcome of a complaint to reflect on the services provided by the nursery so that they can be improved.

Roles and Responsibilities

All staff have a responsibility to ensure that complaints are dealt with under the terms of this policy. To that end, staff should be made aware of the procedures so that they know what to do if they receive a complaint.

As part of their role, the Executive Officer should be required to prepare an annual report to the board. The Nursery Manager with the support of the Executive Officer, has overall responsibility for the management of complaints and, together with the board, responsibility for the publication and implementation of the formal complaints procedure.

The complaints procedure will:

- Explain how a concern or complaint can be made and to whom;
- Set out the importance of being able to deal with concerns at an early stage and using informal processes;
- Set out clearly the stages to be used in dealing with a complaint and the way the complaint will be investigated and recorded;
- Set out clear timetables for the management of the complaint.

In carrying out an investigation, it is recommended that the individual co-ordinating the complaint should:

- Establish what has happened so far and who has been involved;
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them (if unsure or further information is necessary);
- Clarify what the complainant feels would put things right;
- Interview those involved in the matter and/or against whom the complaint has been made, allowing them to be accompanied if they wish;
- Conduct the interview with an open mind and be prepared to persist in the questioning;
- Keep notes of the interview.

At each stage in the procedure the nursery will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology;
- An explanation;
- An admission that the situation could have been handled differently or better;
- An assurance that the event complained of should not recur;
- An explanation of the steps that have been taken to ensure that it should not happen again;
- An undertaking to review policies in light of the complaint.

Complaints need to be considered and resolved as quickly and efficiently as possible. The formal complaints procedure will set realistic time limits for each action within each stage. However, where further investigations are necessary, new time limits can be set and the complainant sent details of the new deadline and explanation without delay.

The formal complaint procedure is publicised on the nursery's website.

The formal complaints procedure has three stages:

Stage 1

Any parent or carer who has a concern about an aspect of the setting's provision talks over, first of all, his or her concerns with the Nursery Manager.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Nursery Manager and Chairman of the Board of Trustees. Alternatively, the written complaint can be recorded together with the Nursery Manager's assistance.
- The setting stores written complaints from parents in the child's personal 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.
- When the investigation into the complaint is completed, the nursery manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within **28 days** of making the complaint.
- When the complaint is 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 or she requests a meeting with the Nursery Manager and Chairman of the Board of Trustees.
- 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 signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Multi Agency Safeguarding Hub (MASH)

- Parents may approach Ofsted directly at any stage of this complaints 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
- To call Ofsted - 0300 123 1231
- These details are displayed on our nursery notice board.

If a child appears to be at risk, our setting follows the procedures of the Multi Agency Safeguarding Hub in our local authority.

- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the MASH to ensure a proper investigation of the complaint, followed by appropriate action.

Recording and Record Keeping

A complaint may be made in person, by telephone, by email or in writing and details must be noted carefully. An example of a complaints record and how to complete the complaints record can be found at Annex A.

The Nursery Manager/Executive Officer is responsible for maintaining all records and holding them centrally. The record must record the progress of each complaint and the final outcome.

The Executive Officer will prepare a brief annual report for the Board of Trustees stating the number of complaints received, their nature and outcome.

Records will be archived for 3 years and for longer in exceptional circumstances.

Complaints record and how to complete the complaints record

Provider 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)			
EY Register		Organisation	<input type="checkbox"/>
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Compulsory Register	<input type="checkbox"/>
		Voluntary Register	<input type="checkbox"/>
Please give details of the complaint:			

⁵ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

C: How it was dealt with		
Internal investigation	<input type="checkbox"/>	
Investigation by Ofsted	<input type="checkbox"/>	
Investigation by other agencies (please state)	<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:		
Has a copy of this record been shared with parents?		Yes / No
Name of recorder:	Outcome notified to parent: Yes (within 28 days for EY Register) ⁶ (within 20 days for Voluntary/Compulsory Register) ⁷	
	Date:	
Position:	Date Completed:	
Name:		
Signature:		

Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint for the Early Years Register and within 20 days of the date of the complaint for the Voluntary and Compulsory Childcare Register.

How to complete the complaints record

You are not required to use this complaints record. If you wish to use a different form it must include all of the information held in this record. Ofsted will check your complaints record at all inspections from October 2005.

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

A. Source of complaint

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

B. Nature of complaint

The record is intended only for complaints relating to the Early Years Foundation Stage. You must record here one or more of the welfare requirements to which the complaint refers. If you are unsure, you should refer to your EYFS pack. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', staff member B'.

C. How it was dealt with

You must provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- who was involved in the investigation without identifying any individuals names in the complaint, including staff or any child.
- any referrals you made to an external agency, for example local authority environmental health departments or social services.

D. Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

- any action(s) identified by you.
- any actions set or taken by Ofsted.
- any action taken by another external agency, where you have their permission to do so.
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision.
- if you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 08456 404040.

You must share an account of the findings of your investigation and the actions, if any, that you took or you intend to take as a result of your investigations with the parents who made the complaint, and at the request of any parent of a child in your care at the setting. You must do this within 20 or 28 days from the date the complaint was made, dependent upon under which register the child sits. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint, giving more detail.