

Complaints, Concerns and Suggestions

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. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff, usually the manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Procedures

We keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the Key person, room supervisor or nursery manager.
- Most complaints should be resolved amicably and informally at this stage.

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 Chair of the Board of Trustees. Alternatively, the written complaint can be recorded together with the 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 setting leader 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 chair of the Board of Trustees. The parent should have a friend or partner present if required and the manager should have the support of the chairperson of the Board of Trustees, present.

- An agreed written record of the discussion is made as well as any decision or action to take as a result.
- All 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 Advice, Contact & Assessment Service

- 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.

The contact details for Ofsted with regard to a complaint is:

Tel: Ofsted 0300 123 1231
 Ofsted
 National Business Unit
 Piccadilly Gate
 Store Street
 Manchester
 M1 2WD
www.ofsted.gov.uk/parents

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Multi Agency Safeguarding Hub (MASH) in our local authority.
- In these cases, both the parent and setting are informed, and the nursery manager works with Ofsted and/or the Multi Agency Safeguarding Hub (MASH) to ensure a proper investigation of the complaint, followed by appropriate action.

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.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

Date Reviewed	Next review
Updated – May 16	May 2017
April 2017	April 2018
June 2018	June 2019
March 2019	March 2020