

COMPLAINTS POLICY AND PROCEDURE

At Brambles we believe that children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

Our aim is to work in partnership with parents, staff and the community and aim to provide you with the best possible service we can deliver. We welcome suggestions on how we can improve our setting.

If there is an area where you are dissatisfied, please inform us and in the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

All concerns or complaints raised by parents/carers will be fully investigated and a written record of concerns and complaints is logged and this is kept in the Nursery Office. The following procedure is followed when a concern or complaint is received.

Raising Concerns;

Stage 1

If a concern or complaint is raised by a parent/carer in the setting and a satisfactory outcome cannot be reached through discussion then stage 2 of the complaints procedure which is detailed below will apply.

Stage 2

The complaint should be made in writing to a Senior Member of Management who will acknowledge receipt within 5 working days.

The complaint will be fully investigated and the complainant will receive written confirmation of the outcome within 20 days of having received the complaint.

Stage 3

If the complainant is not satisfied a meeting will be arranged with all parties concerned this will include the Chair of the management committee or another Director. Minutes of the meeting will be taken and all parties will be asked to sign and they will receive a copy

Stage 4

If the matter cannot be resolved internally the contact details of OFSTED are as follows:

OFSTED

The National Business Unit, Piccadilly Gate, Store Street
Manchester M1 2WD

By phone on: - 0300 123 1231

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

Please quote Brambles reference No. EY283199 in all enquiries.

Where relevant management will contact OfSTED and/or the Local authority Safeguarding Children Board (see child protection and safeguarding policy). In this instance both the parent and setting are informed and the manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

We will record:

- The date complaint was made
- The process we took to ensure the complaint was fully investigated, such as interviews, reviews of records.
- Who was involved in the investigation without identifying any individuals-including staff and children.

- Any referrals made to an external agency, for example local authority environmental health departments or social services.
- Any action(s) identified by us.
- Actions taken by OFSTED
- Actions taken by another external agency, where we have their permission to do so.
- The outcome of our investigation, identifying any areas where we feel we could make improvement to our provision.
- If we dismiss any staff following an investigation and if so under what circumstances.
- If any member of staff is dismissed because they put a child at risk of significant harm, we will refer the individual for inclusion on the DBS barred list.

The outcome of all complaints is available for parents and Ofsted inspectors on request. We will continue to monitor and review all practice to achieve and develop an effective partnership with parents and carers. Documentation regarding complaints is stored in a locked cabinet and held for at least three years.

Ofsted publish new complaints on their website, separate from inspection reports after the investigation has been carried out and where action has taken to meet the legal requirements of registration. Complaints are removed from the website five years after the closure of the complaint investigation.

This policy was reviewed and amended in October 2018 by Pauline Donoghue

Read and agreed by

(for the staff)

Print name

Date

(committee)

Print name

Date

Review October 2019