



## STARFISH NURSERY

### COMPLAINTS PROCEDURE

#### **Statement of intent**

Our Starfish Nursery believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns about the running of the Starfish Nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures to follow.

#### **Aim**

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

#### **Methods**

To achieve this, we operate the following complaints procedure:

Starfish Nursery is required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents/carers as well as to Ofsted inspectors. A full procedure is set out in the Nursery/Pre-School Learning Alliance publication 'Complaints Summary Record'. This publication acts as the 'summary log' for this purpose.

#### *Making a Complaint*

##### ***Stage 1***

Any parent/carer who has a concern about an aspect of the Starfish Nursery provision talks over, first of all, his/her worries and anxieties with the Starfish Nursery Manager or her deputy; 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 recurs, the parent/carer moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Starfish Nursery Manager.

For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed with the person in charge and signed by the parent/carer.

The Starfish Nursery stores written complaints from parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the Starfish 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 Starfish Nursery manager meets with the parent/carer to discuss the outcome.

When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

### ***Stage 3***

If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Starfish Nursery Manager. The parent/carer may have a friend or partner present.

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.

### ***Stage 4***

If at the Stage 3 meeting the parent/carer and Starfish Nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Nursery/Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.

The Mediator keeps all discussion confidential. She/he can hold separate meetings with the Starfish Nursery Manager and the parent/carer, if this is decided to be helpful. The Mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

### ***Stage 5***

When the Mediator has concluded her/his investigations, a final meeting between the parent/carer and the Starfish Nursery Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The Mediator's advice is used to reach this conclusion. The Mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

## **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.**

Parents/carers may approach Ofsted directly at any stage of this complaints procedure. Ofsted Document quotes 'Building better children – concerns and complaints about Childminders and Child Care Providers' appended to this document.

In addition, where there seems to be a possible breach of the Nursery'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 are adhered to.

The address and telephone number of Ofsted is:

Ofsted  
3<sup>rd</sup> Floor  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

Telephone No: 0845 6404040

These details are displayed on our Starfish Nursery Notice Board.

If a child appears to be at risk, our Starfish Nursery follows the procedures of the Area Child Protection Committee in our Local Authority.

This policy was adopted for Starfish Nursery.

Name: Mrs Angela Malanczuk

Position: Manager

Signature: .....

Date: .....