

Complaints Procedure Policy

At Springboard Nursery we believe that children and parent/carers 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. 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 of the parties involved.

Procedures

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parent/ carers as well as Ofsted inspectors.

Making a complaint

Stage 1

- Any parent/ carer who has a concern about an aspect of the setting's provision talks over, first of all, his/ her concerns with the setting 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 recurs, the parent/ carer moves to this stage of the procedure by putting the concerns or complaint in writing to the manager or the owner of Springboard Nursery, for parent/ carers who are not comfortable with making written complaints, there is a template form for recording complaints in the office, the form may be completed with the person in charge and signed by the parent/ carer.
- The setting stores written complaints from the parent/ carer in the child's personal file. However, if the complaint involves detailed investigation, the 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 manager meets with the parent/ carer to discuss the outcome.
- Parent/ carers 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 record summary record.

Stage 3

- If the parent/ carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the manager and the owner of the setting. The parent/ carer should have a friend or partner present if required and the manager should have the support of the owner.
- 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 complaint's summary record.

Stage 4

- If at the stage 3 meeting the parent/ carer and setting 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.
- The local authority 'child development advisor' will be invited to act as mediators.
- The mediator keeps all discussions confidential. She/ he can hold separate meetings with the nursery personnel (manager/ owner) 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, the manager and the owner 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 copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

- Parent/ carers may approach Ofsted directly at any stage of this complaint's procedure. 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is: 0300 123 1231
- These details are displayed on our setting notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent/ carer and nursery 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.

Records

- A record of complaints against our nursery 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 parent/ carers and Ofsted inspectors on request.

This policy was implemented by Springboard Management Team: please note all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior. Please note any updates and changes will be forwarded by email.

Date: 01.09.2023