



Making a Complaint

EYFS: 3.74, 3.75

At The Arc Nursery 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. 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 nursery to a satisfactory conclusion for all of the parties involved.

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 parents as well as to Ofsted inspectors.

Comment/Suggestions

A box for parents/carers to write comment and/or suggestions is always available and parents/carers are made aware of its presence. A member of staff checks the box regularly.

Making a complaint

Stage 1

- If a parent/carer has an issue either involving their individual child, they should in the first instance, raise the issue with their child's key person. If the matter is not resolved, it should be taken up with the Room Leader.
- Any parent/carer who has a concern about an aspect of the nursery's provision should speak with the room leader regarding their issue.
- 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 moves to this stage of the procedure by putting the concerns or complaint in writing to the nursery manager/deputy manager.
- If the parent has a complaint regarding a member of staff they should inform the nursery manager/deputy manager.
- For parents who are not comfortable with making written complaints, can e-mail a complaint or there is a template form for recording complaints on request, the form may be completed with the person in charge and signed by the parent.

- The setting stores written complaints from parents in the child's file. However, if the complaint involves a 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 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. The parent should have a friend or partner present if required and the manager leader should have the support of another member of staff 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 three meeting the parent and setting cannot reach agreement, then the manager will forward the complaint to the chair of the trustees, to help to settle the complaint.
- The chair of the trustees will keep all discussions confidential, and may call a board meeting, to discuss the issue with the other member of the trustee.
- The decision made by the board of trustees will be agreed and recorded and their decision will be final.

Stage 5

- A final meeting between the parent, the nursery manager and a member of the board of trustees is held. The purpose of this meeting is to discuss the board of trustee's decision and how they reached the conclusion how they reach a decision on and any action to be taken.
- 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 Local Safeguarding Children Board

- 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 number to call Ofsted with regard to a complaint: 03001231231

- 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 Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader 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 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.

Policy reviewed: June 2015