

# Complaints Policy & Procedure



## Policy Statement

At Goldilocks nursery we have an open-door policy to welcome parents and carers at all times. Our ethos is one of accountability, communication and transparency in order to engender and maintain trust with parents and carers, which is vital for a successful nursery.

We constantly strive to provide an environment that operates at a high standard and is also held in high regard within the community. To that end, we work in partnership with parents/carers and outside agencies and we welcome any comments or suggestions that will help us to improve.

We understand that from time to time, there may be occasions when issues become sufficiently important that an escalation is required. It is therefore the responsibility of nursery management to ensure that parents/carers have clear access to information that will assist this need.

The purpose of this policy is to clarify how complaints and escalation procedures can be made in a confidential, transparent and effective way. In addition, where the complainant is a member of staff, they may refer to the nursery "Grievance Policy & Procedures" and the "Whistleblowing Policy".

## Escalation Procedure

The following procedures apply:

- I. In the first instance a parent/carer would discuss any concerns with the individual member of staff caring for their child, typically the key person or room leader.
- II. If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. Emails may be sent to the nursery in confidence using the address ([info@goldilocksnurseries.co.uk](mailto:info@goldilocksnurseries.co.uk)) The manager will then investigate the complaint and report back to the parent within **14 working days**. The manager will document the complaint fully and the actions taken in relation to it using the complaints form. (Most complaints are usually resolved informally at stage I or II.)
- III. In the event of an unsatisfactory or incomplete solution being reached, at this stage the parent / carer can be referred to the Director (Mrs Jamelia (Cemaliye) Osman (details below), the Director will arrange a meeting to discuss the issue(s) in more detail. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure. In certain incidents, the Director or Nursery Manager may decide to conduct an internal investigation which will result in a full written report. This report can then be sent to the parents/carers and any other relevant third parties.

The nursery operates a self-reporting policy with regulatory bodies, and may deem it appropriate to disclose the incident to Ofsted and or the Local Authority. The parent / carer will also be provided with the option to escalate to Ofsted and or the Local Authority in accordance with their wishes. In addition to reporting the incident to regulatory bodies, the nursery may deem it appropriate to take disciplinary action internally. Parents / carers will be informed where such action has been taken such that full accountability is maintained.

Mrs Jamelia (Cemaliye) Osman (Director)

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### **Escalation to OFSTED**

IV. If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met. A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

#### **Ofsted contact details**

**Contact No: 0300 123 1231**

**Email: [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)**

**Address: Piccadilly Gate, Store Street, Manchester, M1 2WD**

## **The Information Commissioner's Office (ICO)**

- V. The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at [our/my] setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)