

Complaints Policy



Shining Stars Nursery Policy

VERSION CONTROL SHEET

POLICY NAME: Complaints Policy

Policy Prepared by: Ruth Smith

Document date	Filename	Mtg submitted	Summary of changes required
01-09-12			New policy

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Introduction

Shining Stars Nursery believes 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 setting to a satisfactory conclusion for all of the parties involved.

Procedures.

The Nursery Manager, in conjunction with the Director of Operations for Marine Academy Plymouth will be responsible for managing and coordinating a response to any complaints made and for notifying the Advisory Committee of the concerns. If a complaint is made against the manager, the Advisory Committee will conduct the investigation.

Both verbal and written complaints will be acknowledged and recorded, with a de-personalised record made in the complaints log. This log will be kept for a minimum of three years from the date of entry. Copies of the log will be available to parents on request. (see complaints log: appendices 1)

Should at any time during the investigation of a complaint, concerns be raised about a child being at risk of significant harm, or an allegation is made against a staff member, the setting's child protection/safeguarding procedures will be followed.

Verbal complaints

All verbal complaints raised will be recorded, with the aim of resolving the issue through discussions with the Nursery Manager and/or other staff. Where actions are taken in respect of a complaint, these details in particular will be logged. If a solution cannot be

reached at this stage, a request will be made for the complaint to be put in writing to the committee.

Written complaints

All written complaints are recorded in detail and are thoroughly investigated. All written complaints are acknowledged within three to seven days of receipt. The outcome of any investigations undertaken will be explained and detailed in writing, to the complainant within 28 days of receipt of the complaint. Where applicable, remedial actions will be put in place to address the concerns with the aim of avoiding the issue occurring again.

Ofsted

Ofsted are the regulatory body for all registered early years and childcare provision. Ofsted are responsible for registration, inspection and for dealing with complaints. If parents are dissatisfied with the outcome of any investigation or feel that the concerns have not been addressed effectively, they can choose to raise the concern further with Ofsted. Contact details are highlighted below.

IT SHOULD BE NOTED HOWEVER, THAT A PARENT / CARER CAN CONTACT OFSTED AT ANY STAGE BEFORE, DURING OR AFTER THIS PROCESS.

Ofsted

Royal Exchange Building

Telephone: 0300 123 1231