




Nurture at Home

Complaints Policy

Concerns & Complaints

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Signed on behalf of Nurture at Home:	

Name of Signatory:	Annie Hutchison
Role of Signatory:	Director Complaints Policy



Contents

Introduction	3
Policy Statement	3
Procedure and Practice	3
Procedures	3
Making a Complaint	3
The role of the Office for Standards in Education, Children’s Services and Skills (Ofsted) and the Local Safeguarding Children Board	5
Records.....	5
Approval, Dissemination and Implementation	5
Approval of document	5
Dissemination.....	5
Implementation	5
Monitoring and Reviewing.....	6
Associated Policies	6



Introduction

Nurture at Home is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of children and families.

Policy Statement

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 nursery 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. 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.

Procedure and Practice

Nurture at Home keeps an electronic record of any complaints that reach stage two and above, and their outcome. This is available to parents, as well as to Ofsted inspectors on request.

Procedures

Making a Complaint

Stage 1

- Any parent who has a concern about an aspect of our nursery's provision talks over his/her concerns with our Registered Person first of all.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

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.
- Our nursery stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our Registered Person 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, our Registered Person meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Registered Person. The parent may have a friend or partner present if they prefer and the Registered Person should have the support of the Nurture co-director.
- 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, we log the summative points in our Complaint Investigation Record.

Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and Registered Person and co-director takes place. 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, Children's Services and Skills (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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:
 - Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
 - Tel: 0300 123 1231
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and our nursery are informed and our manager work 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 in relation to our nursery, or the children or the adults working in our nursery, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

Approval, Dissemination and Implementation

Approval of document

The policy will be approved by the Registered Person.

Dissemination

This policy will be stored in the nursery's policy folder accessible to all staff.

Implementation

This policy will be supported by briefings.



Monitoring and Reviewing

So that our policies and procedures remain effective, we monitor and review them annually to ensure our strategies meet requirements.

Associated Policies

- Safeguarding Children and Child Protection Policy
- Whistleblowing Policy