

## SECTION 3

**Safeguarding and Welfare Requirement:** The provider must take all necessary steps to keep children safe and well

# Oakwood Nursery Complaints Procedure

**We are committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

This policy constitutes the Nursery's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Complaints Log. The Complaints Log will have information on any complaint made to the nursery, and how it was dealt with. All information is confidential and available to any parent who may ask to see it and Ofsted.

## Stage One

If a parent/carer has a complaint about some aspect of the Nursery's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. The Nursery is committed to open and regular dialogue with parents/carers and we welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

## Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Nursery will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 28 working days. If there is any delay, we will advise the parent/carers of this and

offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Safeguarding Lead and ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Nursery will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Nursery's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Nursery's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Nursery's response will be passed to the Registered Person who will adjudicate the case. The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

#### Making a Complaint to Ofsted

Parents, family members and others can make a complaint or pass on concerns that action to safeguard has not been taken in accordance with the setting's procedures by contacting Ofsted and the LADO

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision including passing on concerns that action to safeguard has not been taken in accordance with the settings procedures. Ofsted will consider and investigate all complaints received.

*Office for Standards in Education (Ofsted)  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD Tel: 0300 123 1231  
(July 2018)*

*LADO 01323 747363  
Local Authority Designated Officer*

1.2 Inclusive practice	2.1 Respecting each other	3.2 Supporting every child	
	2.2 Parents as partners	3.4 The wider context	

