

## COMPLAINTS POLICY

### Statement of intent

BEST Nurseries 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 BEST Nurseries and will give prompt and serious attention to any concerns about the running of the nursery. 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.

### Aim

We aim to bring all concerns about the running of BEST Nurseries to a satisfactory conclusion for all of the parties involved.

### Methods

To achieve this, we operate the following complaints procedure.

How to complain

#### Stage 1

- Any parent who is uneasy about an aspect of BEST Nurseries provision talks over, first of all, his/her worries and anxieties with the manager

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the unit manager and/or the manager.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### Stage 3

- The parent requests a meeting with the unit manager, and the manager of BEST Nurseries. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. 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.

#### Stage 4

- If at the Stage 3 meeting the parent and manager cannot reach agreement, an external mediator is invited 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 to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold a separate meeting with BEST Nurseries personnel (unit manager and manager) 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, the unit manager, and the manager is held. 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.



13/09/2021RT

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee.**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of Ofsted is:  
The National Business Unit,  
Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD.  
Phone: 0300 123 1231 Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

These details are displayed on our notice board and on posters.

If a child appears to be at risk, BEST Nurseries follows the procedures of the Local Safeguarding Children Board.

In these cases, both the parent and BEST Nurseries are informed and the manager 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 BEST Nurseries and/or the children and/ or the adults working in BEST Nurseries is kept, including the date, the circumstances of the complaint and how the complaint was managed.

DATE REVIEWED:	13 <sup>th</sup> September 2021
REVIEWED BY:	Rachel Taylor
NEXT REVIEW DATE:	13 <sup>th</sup> September 2022