



NORTH STAR NURSERY AND HOLIDAY CLUB **COMPLAINTS PROCEDURE**

North Star Nursery and Holiday Club is committed to providing a safe, stimulating, consistent and accessible service to children and to 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. 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.

This policy constitutes the Nursery's formal complaints procedure. It will be displayed on the premises at all times and can be found on our website www.northstarnursery.co.uk. Staff wishing to make a complaint should follow the procedures outlined in the Staff Handbook.

Aim

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

The difference between a concern and a complaint

A 'concern' is defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint is defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

We believe that it is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures.

Who can make a complaint?

Any person, including members of the general public, may make a complaint about any provision of facilities or services that we provide, unless separate statutory procedures apply (such as exclusions or admissions).

Making a complaint

Stage 1

If a parent/carer has a concern 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, to the senior staff member on shift and/or to the Manager.

Most concerns can be resolved amicably and informally at this stage.

Stage 2

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, or if the problem recurs, the parent/carer must put the complaint in writing, preferably addressed to the Nursery Manager. Relevant names, dates, evidence and any other important information should be included. A formal complaint will only be registered if it is made in writing.

At all times confidentiality will be maintained throughout the complaint process as well as during record keeping and accessing.

The Nursery Manager is responsible for managing and investigating complaints. In their absence the Deputy Nursery Manager may manage a complaint. If a complaint is made involving the Nursery Manager then the Nursery's Registered Person will deal with the complaint.

The complaint manager will inform the Chair of the Nursery Management Committee of the complaint at an early stage.

Complaints will be acknowledged in writing as soon as practical or within five working days. The investigation and a written response will be provided within 20 working days. If there is any delay in completing the investigation and responding, then the complaint manager will advise the complainant of the delay, providing a reason.

If a complaint is made in relation to a child's safety then the Nursery Safeguarding Children and Child Protection Policy will apply alongside the complaint procedure and policy, and take precedence.

Anyone, at any time, may approach OFSTED directly with a complaint. OFSTED will inform the Nursery if such an approach is made. The Nursery Manager will work with OFSTED or its nominated representative to ensure that a complaint is investigated and followed by appropriate action. A complaint made via OFSTED will be recorded in the complaints record.

Where a complaint alleges a breach of the Nursery's registration requirements OFSTED will be informed and consulted in the investigation and response

Stage 3

If the complainant is not satisfied with the written response they can appeal to the Nursery Management Committee Chair. An appeal must be made in writing within 15 working days of issue of the complaint response. The Nursery Management Committee Chair (who is also a company director) will consider the appeal and provide a further response within 15 working days as of the date of the written appeal request.

In the event that the Nursery Management Committee Chair is involved in the complaint then another director will deal with the complaint / appeal.

Records and appeals

A record is kept of all formal complaints as is required by OFSTED. Details will include the date, nature of the complaint, a summary of the result of the investigation as well as copies of relevant documents. Records will not necessarily name individuals.

It is a requirement of OFSTED that the complaint record be shared with their inspector during inspections.

Anyone may request, in writing, to see a copy of a complaint record. Where such a request is made the Nursery will either facilitate this or give reason for denying the request within 15 working days. Denial may be made for any reason.

Records will be kept for a minimum of 1 year.

Complaints Procedure Summary Flowchart

