

# Complaints Policy

Date: October 2020

Review Date: October 2021

Newton Westpark Nursery aim to provide quality care, we do this by creating a safe environment for children to learn and develop into unique individuals, the staff are committed to ensuring children and their parents/carers receive the best care whilst in our setting. To guarantee parents/carers are happy with the services we work in partnerships with them. We do this through parent questionnaires, regular meetings and a suggestions/ comments book.

## **Purpose of the Complaints procedure**

The procedure aims to reassure parents and others with an interest in the nursery that:

- Any complaint against the nursery will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution.
- The nursery recognises that a willingness to listen to comments and criticism and to respond positively, can lead to improvements in nursery practices and provision for children.

A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the nurseries work. Complainants may be anyone with an interest in the work of the nursery e.g. parents, carers, guardians, grandparents, neighbours of the nursery. However, it is expected that it will be mainly parents/carers or guardians who will make use of this procedure.

This procedure deals with specified day-to-day complaints against the management and/or operation of the nursery. Please refer to the relevant policy and procedure regarding serious complaints concerning issues of safeguarding and/ or allegations of abuse.

## **Complaints Procedure:**

Newton Westpark Nursery are committed to responding to any concerns and complaints in line with the EYFS and Ofsted Childcare Register wherever possible.

### **Stage 1:**

- In the first instance you can discuss your concern with your child's key person or the team leader if appropriate. If the issue remains unresolved or you feel unable to discuss your concern with Nursery staff then the complaint should be raised immediately with the Nursery Manager with the aim of resolving the problem directly and informally. A meeting can be arranged at a mutually convenient time if you wish to talk to the manager in private. Most complaints should be resolved amicably and informally at this stage.

### **Stage 2**

- If the matter cannot be resolved to the parent/ carers satisfaction, then they have the right to raise the matter further.
- The parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the nursery registered person:

Mrs C. Whiting  
Newton Westpark Nursery  
Tennyson Avenue,  
Leigh,  
WN7 5JY.  
01942 606834

- When the investigation into the complaint is completed, the Nursery manager and registered person will meet with the parent to discuss the outcome. At Newton Westpark Nursery the complaint will be acknowledged within 3 working days. Investigations will commence and complainants will be notified of the outcome within 28 days.

- When the complaint is resolved at this stage, the initial complaint will be recorded onto the complaints log which will be kept in the complaints file. All other confidential information in regards to the complaint will be kept in the office.

**Stage 3**

- 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 National Standards for Day Care are adhered to.
- If we were unable to resolve your complaint, you should write to:

OFSTED,  
The National Business Unit,  
Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD.

Managers Signature: .....

Date: .....

**Your name:**

**Child's name:**

(if applicable)

**Your relationship to the child:**

(if applicable)

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint.** (continue on a separate sheet if necessary)

**What action, if any, have you already taken to try and resolve your complaint.**

**(who did you speak to and what was the response)?**

**What actions do you feel would resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**



# NEWTON WESTPARK NURSERY



## COMPLAINT INVESTIGATION FORM

<b>Name of child</b>	
<b>Date written complaint received</b>	
<b>Date initial acknowledgement sent and by whom</b> ( if cannot be resolved within three days then a holding letter must be sent advising complainant that they will receive a formal response within 28 days)	

### Investigation procedure

<b>Complaint referred to and date</b> (Investigator to undertake full investigation. If unable to fully complete investigations within 2 days advise Nursery Manager providing reasons for delay and realistic timescales)	
<b>Investigating Officer to provide full commentary of actions taken to ensure full fact find and information gathering. Attach paperwork/other information where appropriate</b>	

<b>Date Investigations completed</b>	
<b>Letter to complainant inviting them to meet to discuss outcome</b>	
<b>Date of meeting and attendees</b>	
<b>Summary of complaint findings and agreed actions</b>	
<b>Log completed and paperwork filed</b>	