



## **Complaints Policy**

### **Purpose of the Policy**

The purpose of this policy is to ensure that any complaints about the service at Peter Rabbit Nursery are handled quickly, effectively and courteously and solutions are implemented which satisfy both the parent / carer and the setting.

### **Who is Responsible**

It is the responsibility of the manager to ensure that all nursery complaints are handled impropriety, however; senior staff receive training in the procedure for handling initial complaints, but management will investigate and deal with the complaint efficiently and effectively.

We hope that issues can be resolved between parents/carer and the manager; however, any complaint or concern raised about a member of staff will be recorded on a provider complaints record. The Local Authority Designated Officer (LADO) will always be informed of any concerns or complaints made against a member of staff within the setting. The nursery will work closely with the LADO in resolving the issue. Depending on the complaint or concern raised, the member of staff may be suspended from work whilst an investigation is carried out.

### **Procedure**

In the event of a parent / carer wanting to complain about a member of staff or incident at Peter Rabbit Nursery, please follow the following guidelines.

- Speak to a member of staff or directly to management / owners about the complaint giving as much information as possible. If it is discussed with a member of staff, then they will report the complaint to the manager / owners and complete a complaint form immediately. The manager / owners will acknowledge receipt of the complaint within 24 hours. The complaint will then be investigated, and an action plan drawn up to address the issue. The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form; all complaints will be resolved within 7 days of the complaint being made.
- Once made aware of the complaint the manager must record the complaint on the complaint log. This information is only available to owners / management.
- If the parent / carer feel that they are unable to speak to a member of staff, then they can also send their complaint in writing to the manager / owners who will acknowledge the complaint within 24 hours and respond to it within 7 days of receipt of the letter. If complaint relates to the manager or the customer feels that

they are unable to address the complaint with one of the nursery owners then you are able to send complaint in writing to Ofsted.

Ofsted online: <https://contact.ofsted.gov.uk/online-complaints>

Ofsted phone number: 0300 123 1231

You are able to access free information and guidance at the Citizen's Advice Bureau:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Purpose of Document**

To inform members how they should handle complaints effectively and swiftly.

### **Procedure**

- Anyone making a complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- If a complaint is received, then it should be dealt with swiftly and in accordance with the complaints policy for the setting.
- The member of staff who has received the complaint should complete a complaint form and give this to the manager / owners. Complaint forms are available in the complaints file in each of the playrooms, completed forms will be kept in managers office.
- The manager will acknowledge receipt of the complaint form within 24 hours, log the complaint in the complaint log and investigate the matter; at this stage it may be appropriate to contact the parent / carer to gather further information, all correspondence will be recorded with the complaint form.
- All complaints are discussed with all relevant staff, the issue is discussed, and corrective action agreed, a date by which the action should be taken is also agreed. This is recorded on the complaint form and then discussed with the parent / carer, this information is also issued in writing.
- If the action has not been taken by the date agreed the manager should address the issue and identify why the action has not been taken, this should be recorded in writing and issued to the parent / carer.
- When the corrective action has been completed and the complaint has been resolved the parent / carer will be sent a complaint resolved letter within 7 days.