



<b>Name:</b>	<b>Date written:</b>
<b>Complaints Policy</b>	<b>24/2/22</b>
<b>Written by:</b>	<b>Date of Review:</b>
<b>Emma Holmes/ Louise Lloyd-Evans</b>	<b>14/9/23</b>
<b>Policy Statement</b>	
This policy is in place to ensure that we hold ourselves accountable. We pride ourselves on our professionalism and welcome feedback to make sure we continue to develop.	
<b>Aims and Purpose</b>	
If you have a complaint towards the nursery regarding staff, children, parents, or the nursery itself, then the following steps are recommended.....	
<b>Applicability</b>	
Staff Families	
<b>Definition of Terms</b>	
A complaint may be defined as 'any expression of dissatisfaction that needs a response'. It could be about service delivery or policy or maladministration.	
<b>Overview</b>	
<b>General Procedures</b> <b>Making concerns known</b>	
<b>Procedures</b>	
<b>General Procedures</b> <ul style="list-style-type: none"> <li>• Talk to the Manager or the deputy manager and hopefully your complaint can be resolved informally by discussion. This can be done in person, over the phone (01273 735100), in writing or via email (<a href="mailto:louise@youngfriends.co.uk">louise@youngfriends.co.uk</a> or <a href="mailto:management@youngfriends.co.uk">management@youngfriends.co.uk</a> ) The Manager will arrange a meeting to follow it up through verbal discussion within 48 hours.</li> <li>• If you still feel dissatisfied and have serious cause for concern on issues regarding the national standards or child protection you can contact OFSTED (Office for Standards in Education) whose role it is to undertake regular inspection of all registered children services. They can be contacted at: - Ofsted National Business Unit Royal Exchange Buildings St Ann's Square</li> </ul>	

Manchester

M2 7LA

Tel 0300 123 12 31

email enquiries@ofsted.gov.uk

- If you do have a complaint, it will be listened to, treated in the strictest confidence and the appropriate action will be taken.
- All complaints will be promptly investigated and dealt with. The outcome of the complaint will be made available within 28 days.
- All complaints will be recorded and kept on file on the nursery One Drive which is password protected, and will be shared with parents and Ofsted on request.
- At Young Friends Nursery we aim to provide a rich learning environment for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.
- We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our setting at any time.
- **Serious complaints will be kept on record for: current year + 6 years. If negligence involved: current year + 15 Years. If child protection or safeguarding issues are involved: current year + 40 years.**

## Making concerns known

- A parent who is uneasy about any aspect of the nursery's provisions should first of all talk over any worries and anxieties with the Manager.
- Complaints will be treated seriously and sensitively.
- If this does not have a satisfactory outcome within 28 days, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Managing Director. Both parents and manager may have a representative present if required and an agreed written record of the discussion should be made.
- The nursery will inform OFSTED of the complaint in writing.
- Most complaints should be resolved informally or at this initial stage.
- **Procedure to be followed in the event of the following complaints are as follows:**
  - **Parental complaints about a member(s) of staff:**
    - The parent makes the complaint known to a member of staff or manager.
    - The manager decides if disciplinary action is required.
  - **Complaint against another child or parent**
    - The parent makes their feelings known to the manager.
    - The manager will deal with the complaint personally.
    - The manager decides if disciplinary action is required.
  - **Staff complaints about another staff member (internal complaint)**
    - A discussion between the members of staff will take place to see if the matter can be resolved amicably.

- If the complaint is unresolved, a further discussion will take place between the members of staff in question, the managers and an independent witness.
- At this point the discussion will be recorded and logged.
- If the complaint regards child protection the LADO for Brighton and Hove should be involved (see child protection policy)
- **Complaint/accusation made against the nursery owner/manager/senior person:**
  - If a complaint is made against the nursery owner, manager or a senior person then an objective investigation will take place.
  - They will be suspended with full pay whilst the investigation takes place.
  - The senior person who has been complained about will be removed from investigative duties and the next most senior person will take over the investigation, with Ofsted or the assessment team if appropriate. They will be objective in their investigations.
  - Thereafter the normal procedures for investigation will apply.

IN ALL CASES APPROPRIATE CONFIDENTIALITY WILL BE UPHeld AT ALL TIMES.

- A parent has the right to contact the Ofsted helpline if they so desire. Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action, which was taken, as a result of each complaint.
- If the complaint has any child protection implications, our Advice, Contact and Assessment Service (ACAS) will be called. Their details are:
  - Whitehawk Community Hub
  - 179A Whitehawk Road
  - Brighton BN2 5FL
  - Telephone (01273) 295920
- We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

### **External Links and Organisations**

**Ofsted:** [Ofsted - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

**ACAS:** [Acas | Making working life better for everyone in Britain](http://www.acas.co.uk)

### **Relevant Policies and Documents**

Staff Code of Conduct  
 Parent Carers Code of Conduct  
 Communications Policy  
 Disciplinary Policy  
 Bullying and Harassment Policy

**Authorisation**

Signature:

A handwritten signature in black ink, appearing to read 'Louise Lloyd-Evans', written in a cursive style.

Louise Lloyd-Evans  
Owner and Director

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