

Concerns, Complaints and Compliments



Policy statement

At St Panteleimon Nursery School, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that, at all times, parents/carers are happy with the service provided and we encourage parents to voice their concerns, complaints or appreciation to the nursery management.

We record all concerns, complaints and compliments and share these with staff.

We welcome any suggestions and comments from parents/carers on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint related to child protection, we will follow our Safeguarding and Child Protection Policy.

Internal Complaints Procedure

Stage One:

- If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should, in the first instance, raise the issue with either the child's Key Person (who will then raise it with management) or a senior member of staff (the Manager, Deputy or Second Deputy).

Stage Two

- If the issue remains unresolved or parents feel that have received an unsatisfactory outcome, they then should present their concerns in writing as a formal complaint addressed directly to the Manager. The Manager will then investigate the complaint and report back to the parent/carer within 10 working days. The Manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Note: Most complaints are usually resolved informally at Stage One, or at most, Stage Two)

Stage Three:

- If the matter is still not resolved, the nursery will hold a formal meeting between the Manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asking to sign to agree to it, and each receive a copy. This will signify the conclusion of the procedure.

Stage Four:

- If the matter cannot be resolved to their satisfaction, the parents/carers then have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time if they have a concern – including at all

stages of the complaint procedure – and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries and early years settings in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery’s registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

- Where a child who normally attends our setting is taken into care and is cared for by a local foster carer, we will always continue to offer the placement for the child.

Employer and Employee Duties:

- Employers have a duty of care to their employees. They should ensure they provide effective support for anyone facing an allegation and provide the employee with a named contact if they are suspended.
- It is essential that any allegation of abuse made against a teacher or other member of staff or volunteer in the nursery is dealt with very quickly, in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.
- For the Procedure against members of staff, please see our Safeguarding and Child Protection Policy.

Contact Information and GDPR:

- A record of complaints will be kept in the nursery. The record will include: the name of the complaint, the nature of the complaint, the date and time the complaint was received, action(s) taken, the result of any investigation and any information given to the complainant including a dated response.
- Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially, in line with GDPR requirements, and will only be accessible to the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By Post:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Further guidance

- ACAS
- Citizens Advice Bureau
- Safeguarding and Child Protection Policy

This policy was adopted by

Saint Panteleimon Nursery School

On

07/09/2021

Date to be reviewed

07/09/2022

Signed on behalf of the provider

A.K

Name of signatory

Andri Kyriakidou

Role of signatory (e.g. chair, director or owner)

Manager and Owner

