

The Acorns Day Nursery

Policy on Complaints

The Safeguarding and Welfare requirements state;

3.74. Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfillment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

3.75. Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

Statement of intent;

It is clearly of paramount importance that the nursery should run smoothly and that parents/carers and staff work in partnership, in a spirit of co-operation in the child's best interest.

Procedure;

In the event of complaints from either staff or parents/carers every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent/carer feels that they have cause for complaint they should either speak to the manager or deputy manager.
- Verbal complaints will be responded to as quickly as possible. We will liaise with the staff and parents/carers to resolve the problem. If the parent/carer feels that the issue has not been resolved and decides to put a complaint in writing it will be investigated further.
- Complaints received in writing will be investigated and the complainants will be notified of the outcome within 28 days of us receiving the complaint. Records of complaints are available to Ofsted upon request.
- Complaints will be dated and recorded in the complaints book. All complaints will be kept on record for 2 years along with the action taken and the outcome.

Parents/carers have the right to contact Ofsted at any time.

Complaints and the action taken will be available to Ofsted upon their request.

Complaints by a member of staff will be responded to by the Manager as soon as possible.

Contact Ofsted on:

Email: enquiries@ofsted.gov.uk Telephone: 0300 123 1231

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Piccadilly Gate
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