



## **Complaints policy**

### **Introduction**

Artemis Nursery aims to provide a stimulating, safe environment for all children. We aim to deliver the highest standard of care and foster good relationships with all parents and carers. We believe parent's views and concerns should be respected and acknowledged, and understand that on occasion circumstances may result in a parent or carer wishing to make a complaint. Appropriate and prompt action will be taken on any concerns raised.

### **Aim**

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

### **Methods**

To achieve this, we operate the following complaints procedure. We are required to keep a log of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

### **Making a complaint**

#### **Stage 1**

- Any parent who has a concern about an aspect of the setting's provision should initially talk to the Nursery Manager [Emma Buggy].
- Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Nursery Manager [Emma Buggy] and the owner or chair of the management committee [Dominic Buggy].
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Nursery Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Nursery Manager meets with the parent to discuss the outcome. At Artemis Nursery the complaint will be investigated and complainants will be notified of the outcome within 28 days.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she should request a meeting with the Nursery Manager and the owner/chair of the management committee. The parent should have a friend or partner present if required and the

Nursery Manager should have the support of the chairperson of the management committee present.

- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (Nursery Manager and owner/chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Nursery Manager and the owner/chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### The role of the Office for Standards in Education, Early Years Directorate (Ofsted)

- 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.
- The address and telephone number of our Ofsted regional centre are:  
Office for Standards in Education  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA  
08456 404040

#### Records

- A record of complaints against Artemis Nursery and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

**This policy was adopted and agreed at a meeting held at Artemis Nursery on the 1<sup>st</sup> September 2009.**

**This policy will be reviewed on the 1<sup>st</sup> September 2010 unless a need to review and make changes occurs prior to this date.**



## Artemis Nursery Complaints Record

Date of Complaint:			
A. Source of Complaint			
Parent [in writing, including email]	[ ]	Staff Member	[ ]
Parent [in person]	[ ]	Anonymous	[ ]
Parent [phone call]	[ ]	Ofsted [include complaint number]	[ ]
		complaint no. _____	
		Other [please state]	[ ]
		_____	
B. Nature of Complaint			
[please tick all standards that the complaint relates to]			
Standard 1: Suitable Person	[ ]	Standard 8: Food & Drink	[ ]
Standard 2: Organisation	[ ]	Standard 9: Equal Opportunities	[ ]
Standard 3: Care, Learning & Play	[ ]	Standard 10: Special Needs	[ ]
Standard 4: Physical Environment	[ ]	Standard 11: Behaviour	[ ]
Standard 5: Equipment	[ ]	Standard 12: Working in	[ ]
Standard 6: Safety	[ ]	Partnership with Parents & Carers	
Standard 7: Health	[ ]	Standard 13: Child Protection	[ ]
		Standard 14: Documentation	[ ]
Please give details of the Complaint:			
C. How it was dealt with			
Internal Investigation		[ ]	
Investigation by Ofsted		[ ]	
Investigation by other Agencies [please state]		[ ]	
_____			

Please give details of any internal investigation or attach any outcome letter from Ofsted:

**D. Actions and Outcomes**

Internal actions	[ ]
Actions agreed with Ofsted	[ ]
Changes to conditions of registration	[ ]
Other action taken by Ofsted	[ ]
No action	[ ]
Actions imposed or agreed with other agencies	[ ]

Please give details:

Has a copy of this record been shared with parents/carers? Yes [ ] No [ ]

Name of recorder:	Outcome notified to parent [within 28 days] Yes [ ] No [ ] Date:
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Signed by Nursery Manager:	Signed by Parent:
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Date:	Date:
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Signed by Management Committee: [if appropriate]	Signed by mediator: [if appropriate]
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Date:	Date:
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