

Next Generation nursery and Schoolies Club

Complaints Policy and Procedure

EYFS 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.

The aim of our policy

We are committed to providing an excellent service to children and their families, but in the unlikely event that you may have a concern about anything that we do, this policy provides clear guidelines for you to follow. The welfare requirements of the Early Years Foundation Stage (EYFS) requires early years providers to put in place written procedures for dealing with complaints from parents and/or carers, provide them with the complaints procedure and to also provide parents and carers with details for Ofsted. We must make parents/carers aware that they can make a complaint to Ofsted should they wish to and keep a written record of complaints and their outcome.

Complaints Procedure

Informal complaints:

The complaint or concern should be raised verbally to the manager or deputy manager. Should any complaint be around the manager then the owner/director of the nursery should be the point of contact. Most informal complaints involve issues where there is no risk to children or where staff behaviour does not constitute as misconduct. Where this is the case the process can usually be dealt with through dialogue and resolution. In this case there is no need to complete a formal record of complaint however a 'record of discussion' form will be filled in for any discussions that take place around the matter raised.

Formal complaints

The complainant will be asked to put the complaint in writing. The settings owner/director will also be informed of all formal complaints. A person making a complaint may refer the matter to Ofsted if they are dissatisfied with the way in which the complaint was handled by a setting, or the complaint is serious or suggests a breach of the EYFS welfare requirements and/or learning and development requirements. A parent, carer or other individual, making a complaint to Ofsted about a provider may and can do so anonymously if they wish. For safeguarding allegations against staff or the manager, the setting's designated safeguarding officer will report the allegation to the Local Authority Designated Officer (LADO) to inform them of the allegation and to seek advice on how to move forward with the investigation. This may include other agencies if it is not deemed appropriate for the setting to carry out the investigation. Contact could be made with the settings HR advisors where necessary and needed.

Complaints deemed appropriate under the EYFS welfare requirements will also be reported to Ofsted.

For all complaints that relate to child protection refer to our safeguarding and child protection policy, safer working practises policy, whistle-blowing policy and staff disciplinary policy.

Investigation of Complaints

All written complaints must be investigated and the complainant must be notified of the outcome within 28 days of having received the complaint. This includes written complaints made by email. The complainant will be provided with the following details;

The process that was taken to ensure that the complaint was fully investigated. Who was involved in the investigation without identifying any individuals named in the complaint including staff or any children and any referrals that were made to external agencies for example, the local authority, social care or Ofsted. Details of the outcome of the investigation that took place will also be recorded. This includes any actions identified by the setting, any actions taken by Ofsted and any action taken by another external agency, where the setting has their permission to do so. The outcome of the investigation will also be given, identifying areas for improvement within the

provision, if the setting has dismissed any member of staff following the investigation, and if so, under what circumstances.

Recording and Storing Complaints

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.

The record of complaints should be kept for at least three years.

All complaints made will be kept in a complaints file that will be stored in a locked filing cabinet.

Confidentiality

All complaints written up will not name the complainant or any children to ensure confidentiality. Complaints will only be shared on a need to know basis.

Contact details

OFSTED 0300 123 1231

LADO 01942 486034

POLICE 101 non-emergency number 999 Emergency number

Policy written by Z.Morgan

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Signed :