



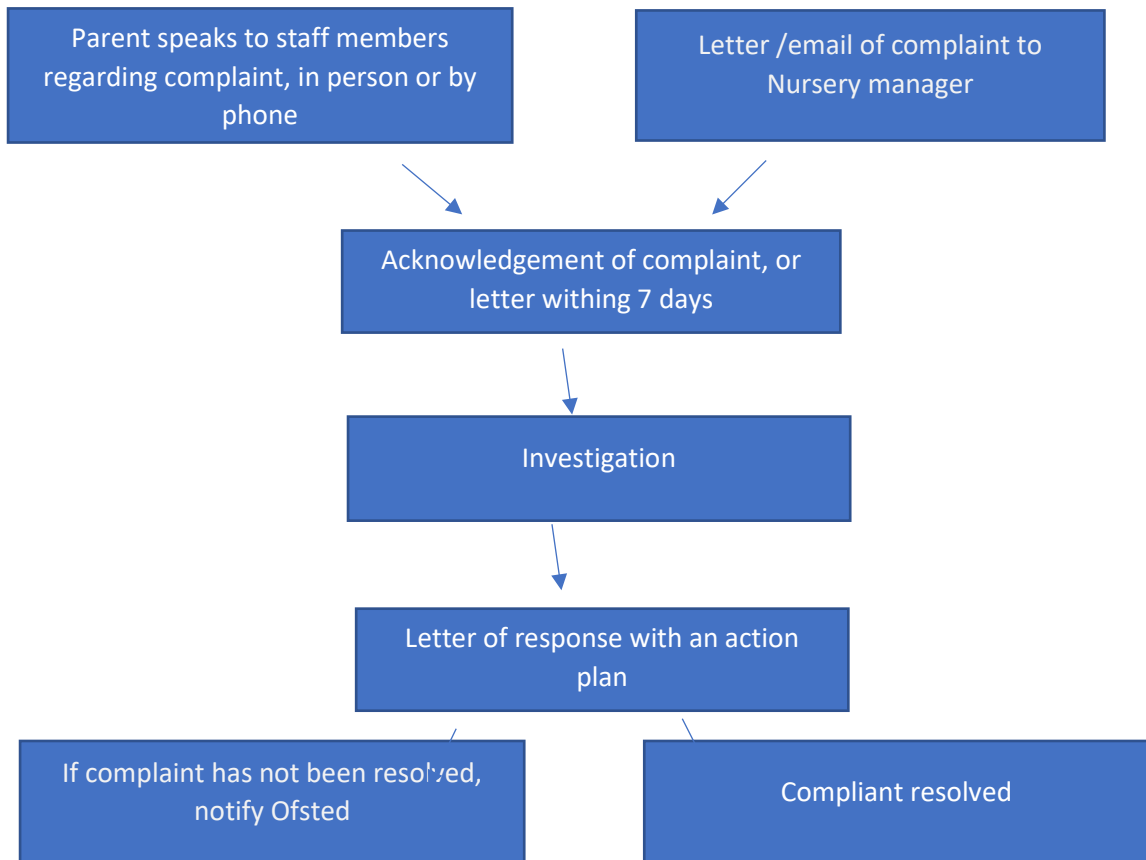
LITTLEVIEW DAY NURSERY

COMPLAINTS POLICY

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Summary of Complaints Procedure:



Introduction

1. At Littleview we aim to:
 - provide the highest quality education and care for all our children, within a warm and caring environment in which all children can learn and develop to their full potential
 - to bring all concerns about the nursery setting to a satisfactory conclusion for all the parties involved.
2. We believe all children and their parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes therefore any concerns or complaints will be treated respectfully and with due diligence.
3. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our nursery at any time. These suggestions can be verbal or written.
4. Parents/carers who have concerns over the welfare or education of a child with SEND should inform the Nursery Manager or SENCO.
5. To achieve all the above we operate the Complaints procedure for dealing with complaints against our setting.
6. OFSTED will investigate all complaints, including those relating to the EYFS statutory requirements 2024 and notify the investigation and outcome of any written complaints within 28 days of having received the complaint.

<https://www.gov.uk/government/publications/information-for-parents-about-ofsted-role-in-regulating-childcare>

If you think a child is at risk, contact the children's social care team at their local council or call your local police on 101. If a child is in immediate danger, call 999.

1. Who can make a complaint?

Anyone who uses our service – If you would like to make an official written complaint, please collect a complaint form from the nursery manager or from the pocket of complaint forms located in the entrance hall. All settings are required to keep a Provider Complaints Record (Appendix B). An outline of the complaint is available for service users to view on request, maintaining confidentiality of complainant.

2. Stages of complaints process:

2.1 Stage 1- Informal Resolution

- A parent/carer who is uneasy about any aspect of the nursery provision should, in the first instance, discuss any concerns with their child's key person.
- Most concerns should be resolved quickly and informally at this stage.

- A written record of concerns/complaints with dates when received will be kept. Should the matter not be resolved within 10 days then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.
- If a complainant wishes to withdraw their complaint, they will be asked to do so in writing.

2.2 **Stage 2 – Formal Resolution**

- If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing or by using the 'Provider Complaints Record' and request a meeting with the nursery manager.
- For persons not comfortable with making written complaints, they may ask for help from the nursery manager. They may wish to use the 'Provider complaints record' as a basis for this and it should be signed by the setting manager and the parent.
- Parents should have a friend or partner present and the manager an impartial colleague, if required. An agreed written record of the discussion should be made in writing. This written record must be signed as a true record of the meeting by both parent/carer and Nursery Manager. Any action agreed must be taken within 28 days of initial complaint. Action will be shared with Littleview nursery staff, maintaining parental confidentiality. Details of the outcome of the investigation will include:
 - any action(s) identified by the nursery.
 - any action set or taken by Ofsted.
- the outcomes of the investigation identifying any areas where it felt improvements to the setting could be made. Parents can also contact OFSTED (Office for Standards in Education) on 0300 123 4666.

Email: enquiries@ofsted.gov.uk

Most complaints should be resolved informally or at this initial stage if not move to:

2.3 **Stage 3 – Panel Hearing**

- If the matter is still not resolved to the parents'/carers' satisfaction, the parent/carer should contact, in the first instance, the Chair of Littleview Committee, who, in turn, will consult the Littleview Day Nursery Sub-Committee/Hillview HR Manager.
- An agreed written record of the discussion will be made as well as any action to be taken as a result. All parties present at the meeting sign the record and receive a copy.
- This signed record signifies that the procedure has concluded. All points are then logged on the Provider Complaints Record.

2.4 **Stage 4**

- If the parent/carer and nursery cannot reach agreement, it might be helpful to invite an external mediator who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far and suggest further ways in which it may be resolved.
- The mediator will keep all discussion confidential and keep an agreed written record of any meetings that are held, and any advice given.

- Any complaints made by a parent/carer will be recorded within Littleview's complaints record file which will be kept confidential.
- The parent/carer who made the complaint will be given a detailed written analysis of the investigation outcomes. Any child protection issues will NOT be disclosed to parents/carers but dealt with in accordance with Littleview/Hillview Child Protection/Safeguarding/Allegations Against Staff Policies.

2.5 Stage 5

- When the mediator has concluded their investigations a final meeting between the parent/carer; the nursery manager and Chair (or representative) of Littleview Committee is held. The purpose of the 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 written record of this meeting including a decision on the action to be taken is made. All parties present sign the record receives a copy. This signed record signifies that the procedure has concluded.

3. Records

3.1 Ofsted will check Littleview's complaints record at all inspections.

3.2 A record of complaints against the nursery and/or the children and/or the adults working in the nursery is kept; including the date; the circumstances of the complaint and how the complaint was managed within the nursery Record of Complaints file; which is available for any parent, staff or committee member of the nursery to view.

3.3 We will keep a record of concerns and complaints for at least 3 years.

4. Resolved

4.1 We believe that most complaints are made constructively and can be successfully managed at an early stage. We also believe that it is in the best interest of everyone that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

4.2 *This procedure does not apply to complaints about the conduct of a particular member of Littleview staff where the investigations would be carried out under Hillview's disciplinary procedures and remain in the professional domain following Hillview School for Girls policy.*

4.3 *Complaints of this nature will be dealt with promptly and Ofsted informed.*

5. The role of the registering authority

5.1 In some circumstances it will be necessary to ring OFSTED Complaints line who have duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be possible breach of registration requirements. In these cases, both parent and nursery would be informed, and a full investigation of the complaint would be followed by appropriate action. Any action must be made within 28 days of the initial complaint. If a parent/carer contact Ofsted's Complaints, Investigation & Enforcement Team they will not have to give their name or address if they do not wish to. If they do so Ofsted will try, wherever possible to maintain their confidentiality. However, if Ofsted takes legal action against Littleview; people providing evidence might be called upon present their evidence.

5.2 Ofsted have a dedicated website for complaints with clear guidance about how to make a complaint. enquiries@ofsted.gov.uk 0300 123 4666

5.3 Ofsted will publish complaints about providers on their website, as part of the registered information about a provider, instead of using inspection reports, so parents/carers receive up to date and relevant information and do not have to wait until the next inspection. Ofsted will not publish information about malicious or unfounded complaints where no action was required, and they will remove information about a complaint from their website five years after the closure of the investigation.

APPENDIX A

Littleview Complaints Form:



Littleview Day Nursery

Complaints Record

Date of Complaint			
Source of Complaint			
Parent (in writing, including email)	<input type="checkbox"/>	Staff Member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)		Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (Please state)	
Nature of complaint (please tick all requirements that the complaint relates to)			

The Learning and development requirements (Section1)	<input type="checkbox"/>	Safety and suitability of premises, environment and equipment (section 3)	<input type="checkbox"/>
The safeguarding and welfare requirements (section 3)	<input type="checkbox"/>	Health and medication (Section3)	<input type="checkbox"/>
Suitable people (Section 3)	<input type="checkbox"/>	Managing behaviours (Section 3)	<input type="checkbox"/>
Child protection (Section 3)	<input type="checkbox"/>	Special education needs (Section 3)	<input type="checkbox"/>
Food and Drink (section 3)	<input type="checkbox"/>	Information/records and documentations (Section 3)	<input type="checkbox"/>
Outings (section 3)	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>
Accident and Injury (section 3)	<input type="checkbox"/>		

Please give details of the complaint: -

How was it dealt with

Internal investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigated by Ofsted			
Investigated by other agencies (Please state)			

Actions and outcomes	
Has a copy of this record been shared with the parents?	
<input type="checkbox"/> <input type="checkbox"/>	
Yes No	
Name of recorder:	Outcome notified to parents (within 28 days)
	Date
Position:	Date Completed:
Name:	
Signature:	

**Hillview Trustees
Complaints Policy
Littleview Nursery**

Main compiler: Victoria Beebe

Date of approval by Trustees: 19/05/03

Consulted:

Most recent update: Sept 2004

Full Trustees

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