

# HARVEY ROAD DAY NURSERY LIMITED



## COMPLIMENTS AND COMPLAINTS

EYFS:, 3.75, 3.76

This policy uses the following definitions:

- a complaint is an expression of dissatisfaction about a standard of service.
- a compliment is an expression of praise concerning a service received.
- a comment is a suggestion for how a service can be improved.

At Harvey Road Day Nursery we aim to provide the highest quality care and education for all our children. We aim to offer a welcoming atmosphere to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. It is our intention to work in partnership with parents and we welcome suggestions on how to improve our services. Your first point of contact is your child's key-person, who will be able to discuss any aspects of your child's development or the nursery's services and will pass on your suggestions to senior staff. In order to achieve this, we will:

- Treat all children and parents with courtesy and respect at all times.
- Expect parents to treat staff, volunteers and students with courtesy and respect at all times.
- Deal promptly with any concerns raised by parents about their child's care and education.
- Make every attempt to resolve concerns and complaints informally.
- Fully investigate any complaints made about the nursery.
- Welcome suggestions that may improve any aspect of the services that we provide.
- Where any concerns or complaints relates to child protection, we follow our "safeguarding/child protection policy.

### Compliments:

Harvey Road Day Nursery encourages and values all parents' comments. Compliments can be shared verbally (i.e. in person or via telephone) or in written (i.e. e-mail, website reviews). Such positive feedback is shared with senior management and all nursery staff as it motivates the staff team to continue their good practice and improve further.

### Complaints:

We ensure that all complaints or concerns raised will be taken seriously and the appropriate procedure will be implemented. If the issue raised is of minor importance, then it can be addressed by a member of staff, or senior staff, or ask to speak to the Manager. However, if the parent feels it is of a more serious nature they can approach the Nursery Manager via email, mail, telephone or in person. All complaints will be investigated and recorded, and the findings of the report will be within 28 days, a copy of which will be given to the complainant.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern.

## **Internal complaints procedure:**

### **Stage 1**

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 take it up with the child's key person or a senior member of staff/room co-ordinator.

### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 14 working days. The manager will document the complaint fully and the actions taken in relation to it on the complaints form. (Most complaints are usually resolved informally at stage 1 or 2).

### **Stage 3**

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 asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries 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.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations 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 and will be only accessible by 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](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

By post:  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<b>March 2022</b>	<b>Suzanne Baldry - Nursery Manager</b>	<b>March 2023</b>