



Complaint procedure

At Tiny Treasures Day care & Education we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of our nursery. We anticipate that most minor concerns will be resolved quickly by an informal approach to the appropriate member of staff.

If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

Our nursery is required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to regulators.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the nursery's provision talks over, first of all, his/her concerns with the nursery Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If the complaint does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the nursery Manager and the Director.

- For parents who are not comfortable with making written complaints, there is a form available for recording complaints in the office, where you can ask the management to assist you with this.
- The nursery will store written complaints from parents in their 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 and/ or Director will meet with the parent/s to discuss the outcome.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, they can request a further meeting with the nursery manager and the Director. The parent should have a friend or partner present if required and the manager should have the support of the Director.
- 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 parent feel they are not happy with the outcome of the above method and didn't feel the manager or the director handled the situation fairly appropriate then Parents may approach Ofsted directly at this stage of this complaints procedure. In particular where there seems to be a possible breach of the setting's registration requirements, these details are displayed on our nursery's notice board.
- If a child appears to be at risk, our staff are trained to follow setting safeguarding procedures set by the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and nursery are informed and the nursery manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
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Records

- A record of complaints against our setting 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 dealt with.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and regulators on request.

Manager name.....

Sign.....

Date.....

Review Date.....