

COMPLAINTS POLICY AND PROCEDURE

Issue Number	Reason for Issue	Issued by	Date
2	Revision to existing document	K Cox	6-3-06
3	Revision to existing document	A Fuller	15.04.08
4	EYFS Update	K Cox	20.11.08

1. Introduction

The management and staff of the Sunshine Nursery will always endeavour to work in partnership with parents to meet the needs of all the children in our care. However, if you do have a complaint then we encourage parents to discuss this with the manager or deputy manager as soon as possible.

This document describes the process and procedure for dealing with complaints raised by parents or carers.

This document is made available to all parents upon admission to the nursery, and is displayed on our Policies and Procedures notice board.

Parents are welcome to discuss any concerns or issues with the management at any time and we encourage input on any aspect of the nursery.

2. The Procedure

When a member of staff receives a complaint the Manager must be informed. If the complaint is against the Manager then the Registered Person should be informed.

Normally the Manager would arrange to discuss the issue with the parent/carer in confidence to ascertain the nature of the complaint and an appropriate course of action to be taken.

A written record of the complaint will be completed. This will cover:

- Summary of the nature of the complaint
- Details of any actions taken
- Outcome of the investigation

These details will be recorded in the form shown in Annex A. We will take care to maintain confidentiality by not naming individuals on the form, e.g. we will use Child A and Staff Member B.

The Investigation Procedure

Following initial review of the complaint by the Manager, confidential interviews will be conducted with all parties concerned and logged.

In the event of a complaint that relates to safeguarding, the Safeguarding Children Procedure will be followed in accordance with the Brighton and Hove Safeguarding Children Board policy.

All other complaints will be reviewed by the Manager and the Registered Person and appropriate actions taken.

We will provide a summary on request to any parent/carer.

We will provide an account of the complaint to the parent concerned within 28 days.

We will retain these records for 10 years, and they will be available to Ofsted at any time.

The complaints folder is available to all parents to view upon request.

At any time the Complainant can discuss the issue further with our Regulator, Ofsted:

Phone: 08456 404040

Or write to: Ofsted National Business Unit
Royal Exchange Building
St Anne's Square
Manchester
M2 7LA

Annex A: Provider complaints record and how to complete the complaints record

Provider complaints record

Date of complaint			
A: Source of complaint			
Parent (in writing, including email) ¹	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
B: Nature of complaint			
(please tick the relevant boxes)			
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Partnership with parents	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Suitable premises and environment	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable equipment	<input type="checkbox"/>	Other (please describe)	<input type="checkbox"/>
Health	<input type="checkbox"/>		
Safety	<input type="checkbox"/>		
Please give details of the complaint:			
C: How it was dealt with			
Internal investigation	<input type="checkbox"/>		
Investigation by Ofsted	<input type="checkbox"/>		
Investigation by other agencies (please state)	<input type="checkbox"/>		

¹ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

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

D: Actions and outcomes

Internal actions	<input type="checkbox"/>	
Actions agreed with Ofsted	<input type="checkbox"/>	
Changes to conditions of registration	<input type="checkbox"/>	
Other action taken by Ofsted	<input type="checkbox"/>	
No action	<input type="checkbox"/>	
Actions imposed or agreed with other agencies	<input type="checkbox"/>	

Please give details:

Has a copy of this record been shared with parents? Yes or No

Name of recorder:	Outcome notified to parent: (within 28 days) Date:
Position: Name: Signature:	Date Completed: