Complaints Procedure

1. Introduction

Home from Home believes 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 Nursery and will give prompt and serious attention to any concerns about the running of the Nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate employee. 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 Home from Home to a satisfactory conclusion for all of the parties involved.

2. Contents

The following sections are included in this policy document:

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3. How to Complain

Stage 1

- Any parent who is unhappy about an aspect of the Nursery's provision will talks over his/her worries and anxieties with the Room Manager/Manager.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parents move to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the Manager. The parent can have a friend or partner present if required. An agreed written record of the discussion is made. 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.

Stage 4

- If at the Stage 3 meeting the parent and Nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be

acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which is might be resolved.

- Staff or volunteers within the Pre-School Learning Alliance are appropriate persons to be invited to act as mediators.

- The mediator keeps all discussions confidential. She/he can hold separate meetings with the Manager and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and Manager is held. The purpose of this 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 record of this meeting, including the decision on the action to be taken, is made. Everyone presents at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
- We will notify OFSTED of any complaint within 28 days
- We will notify Parents/Carers of action to be taken within 28 days.

Parents may approach OFSTED directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the Welfare Requirements are adhered to.

The details to contact OFSTED are:

OFSTED Head Office
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
Email: **enquiries@ofsted.gov.uk**

www.ofsted.gov.uk/parents

If a child appears to be at risk, our Nursery follows the procedures of the Area Child Protection Committee in our local authority.

In these cases, both the parent and Nursery are informed and the Manager works with OFSTED or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

4. Records

A record of complaints against our Nursery and/or the children and/or the adults working in our Nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. Each record of complaint will be kept for at least 3 years.

5. Review

This policy will be reviewed annually and also in line with any changes in statutory guidance.

6. Version Control

Version	Date	Status	Comments	By
1	November 2011	Issued		Nicola Law
2	October 2015	Reviewed		Emma CM
3	June 2018	Reviewed		Polly Manners
4	January 2022	Reviewed		Cassie Jones
5	October 2023	Reviewed	Added version control	Sophie Eade
6	May 2025	Reviewed		Sophie Eade
7	May 2026	Reviewed		Sophie Eade