



## Complaints and Compliments Policy

At The Blue Door Nursery we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding and Child Protection Policy.

### 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, a senior member of staff or room leader. The manager will be made aware by the member of staff that a concern has been raised. A written record of the concern will be made, and any actions taken, this will be shared with parents and then kept in the child's file until the child's leave date. This concern will not constitute a formal complaint.

#### Stage 2

If the issue still 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 in relation to the fulfilment of the EYFS requirements and report back to the parent within 5 working days. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book. The written record will be shared and agreed as accurate with parents. The nursery Directors will be made aware of any complaint at stage 2 and will meet with parents to assist in the resolution of the complaint if necessary. This concern will be logged in the nursery complaints record.

(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 nursery Director, parent and the nursery manager (if appropriate) to ensure that the complaint 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. If there is no resolution the nursery Director and the parents will remain in discussion until either the complaint is resolved or until the parents decide the complaint should be referred on. If there are difficulties resolving the complaint at stage 3 the nursery Director will ask an early years

professional, who does not work at the nursery, to review the actions the nursery have taken to resolve the complaint. They will meet with the parents and the nursery Director to try and help find a resolution. Records of all meetings will be kept and will be signed and agreed by all parties.

#### **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 whenever they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Information on how to contact Ofsted is displayed in the setting. 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.

#### **Storage of complaint records**

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, outcomes 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; 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.

The record of complaints is made available to Ofsted on request. We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

#### **Contact details for Ofsted:**


Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

For more information about Ofsted's role see:

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

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 of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the nursery	Date for review
30/1/2024		Summer 2025