



Tilbury Nursery,
Potters Bar United Reformed Church,
Darkes Lane, Potters Bar,
Hertfordshire EN6 1BZ.

Web: www.tilburynursery.org.uk
Email: info@tilburynursery.org.uk

Manager: Mrs Daniela Drozd
Nursery Mobile: 07854 843125

Complaints Policy

Policy statement

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

Procedures

We are required to keep a written record of any complaints that reach stage 2 and above, and their outcome. This is available to parents as well as to Ofsted inspectors on request. A full procedure is set out in our copy of the Complaint Investigation Record which acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

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

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer should put the concerns or complaint in writing to the Manager and the Chair of the Management Committee.

- For parents/carers who are not comfortable with making written complaints, they can approach the Manager who can give any necessary help and will ask the parent to sign any written record taken. A copy of this will be passed to the Chair of the Management Committee.
- The nursery keeps written complaints from parents/carers in a main file marked complaints. However, if the complaint involves a detailed investigation, the 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, and after liaising with the Chair of the Management Committee, the Manager informs the parent/carer of the outcome and any action taken. This must occur within 28 days of the complaint being made.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints File in the secure filing cabinet in the Nursery store.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he/she requests a meeting with the Manager and the Chair of the Management Committee. The parent/carer can have a friend or partner present if required or appropriate and the Manager should have the support of the Chair of the Management Committee.
- 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 File in the secure filing cabinet in the Nursery store.

Stage 4

- If at the stage three meeting the parent/carer and our 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 it might be resolved.

Staff or volunteers within the Early Years Learning Alliance are appropriate persons to be invited to act as mediators.

Early Years Alliance National Centre
50 Featherstone Street
London
EC1Y 8RT
Tel: 020 7697 2500
Fax: 020 7700 0319
Email: Early Years Alliance National Centre
Web: www.eyalliance.org.uk

- The mediator keeps all discussions confidential. She/he can hold separate meetings with the nursery personnel (Manager and the Chair of the Management Committee) 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 she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Manager and the Chair of the Management Committee 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 present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body

with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

- The number to call Ofsted with regard to a complaint is:

0300 123 4666

- These details are displayed on our nursery's notice board.
- If a child appears to be at risk, our nursery follows the procedures of the Hertfordshire Safeguarding Children Board.
- Contact: www.hertssafeguarding.org.uk
- In these cases, both the parent/carer and nursery are informed and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept in the Complaints File in the secure filing cabinet in the Nursery store including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaint Investigation Record which is available for parents and Ofsted inspectors on request.

This policy was adopted at a Management Committee meeting of Tilbury Nursery

held on _____ (date)

Date to be reviewed _____ (date)

Signed on behalf of the Management
Committee

Name of signatory

Role of signatory

