



CONCERNS AND COMPLAINTS POLICY

Reviewed on	Approved by
06.05.2021	N. Crump
05.01.2023	S Crump
10/10/2024	S Crump

INTRODUCTION

Charters Ancaster Nursery has long prided itself on the quality of the education and care it provides for its children. However, if parents do have a concern or complaint, they can expect it to be seriously treated by the Nursery in accordance with this procedure. Responding to concerns or complaints will be given the highest priority by the Senior Management Team and will be dealt with comprehensively.

The difference between a concern and a complaint

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be generally defined as 'an expression of dissatisfaction, however made, about actions taken or a lack of action'.

STAGE 1- INFORMAL RESOLUTION

It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint they should normally speak to their child's keyperson or the Room Leader in the appropriate room in the first instance. In many cases, the matter will be resolved straightaway by this means to the parent's satisfaction. If the key worker or Room Leader cannot resolve the matter alone, it may be necessary for them to consult the Management Team or Nursery Manager before returning to the parent.

Concerns and complaints may be made directly to the Nursery Manager personally.

- The recipient of the complaint will make a written record for the child's file of all concerns and complaints and the date on which they were received.
- Should the matter not be resolved within a working week or in the event that the Manager and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of the Procedure.
- Records of each complaint are kept in the central Complaints Log by the Nursery Manager.
- Any complaints about the Nursery Manager should be directed to the Chair of Directors. (Mr. M. Crump) through the Office.

STAGE 2 - FORMAL RESOLUTION

- If the concern/complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Nursery Manager. They will decide, after considering the information, the appropriate course of action to take.
- In most cases the Nursery Manager will meet with the parents concerned, normally within seven days of receiving the formal complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Nursery Manager to carry out further investigations. They will keep written records of all meetings and interviews held in relation to the concern/complaint.

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www.chartersancaster.com

Company Registration No. 3174367 Registered Office: City House 3 Cranwood St London EC1V 9PE Registered Charity No: 1054300

- Once the Nursery Manager is satisfied that so far as it is practicable, all of the relevant facts have been established, a decision will be made. The decision will be communicated to the parents in writing within fourteen days of the initial formal complaint. Reasons for the decision and actions taken as a result by the Nursery will be given.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

STAGE 3 -PANEL HEARING

- If the concern/complaint fails to be resolved by the Nursery Manager, the complaint should be made in writing to the Board of Directors. The Board must consider all written complaints within 3 weeks of receipt.
- A meeting is then arranged to discuss the concern/complaint and the person making the complaint is invited to attend that meeting. The Nursery will give the complainant at least 3 days' notice of the meeting and inform them that they are entitled to be accompanied to the meeting should they so wish.
- The Chairman of the Board of Directors will convene a complaints panel with a minimum of 3 persons, none of whom should be directly involved in the concern/complaint. One person on the panel will be chosen because they are a person independent of the management and running of the nursery. The panel may make findings and recommendations.
- A copy of any findings and recommendations are sent either by post or e- mail or otherwise given to the complainant and, where relevant, to the person complained about. Copies will be available for inspection on the Nursery premises, by the Board and the Nursery Manager.
- Parents can be assured that all complaints and concerns will be treated seriously and confidentially.
- Correspondence, statements and records relating to individual complaints will be kept confidential.
- The Nursery will keep a record of all complaints reaching Stage 2 or Stage 3, indicating how they were resolved and detailing subsequent actions taken by the Nursery regardless of whether the complaints were upheld.
- Details of the number of complaints registered under the formal procedure in the preceding academic year are to be available on request. The stage at which the complaint is concluded is recorded, whether at stage 2 or Stage 3.

4. EARLY YEARS FOUNDATION STAGE

- A record of all verbal and written complaints, the action taken and the outcome is held by the Nursery and kept for 3 years. All written complaints will be investigated and the complainants notified of the outcome of the investigation within 28 days of receiving the complaint.

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- If parents feel a complaint regarding EYFS is unresolved they can refer it to OFSTED at the address below:-

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

General helpline: 0300 123 1231

Website:<http://www.ofsted.gov.uk/contact-us/how-complain>

5. UNRESOLVED COMPLAINTS

Parents should use the nursery's 'complaints procedure' first. The Department for Education (DfE) can't investigate individual complaints. However, it has certain powers as a regulator, if the nursery is not meeting standards set by the DfE for-

- Education
- Children's welfare and health and safety
- Nursery premises
- Staff suitability
- Making information available to parents

The DfE will consider any reports of a major failure to meet the standards. It can arrange an emergency inspection to make sure that pupil welfare and health and safety are safeguarded and that serious failings are dealt with.

For minor complaints, DfE can ask the Nursery inspectorates to take these into account when the Nursery is next inspected. For more information visit their website above. :<https://www.gov.uk/complain-about-school>

There is also an Ofsted Whistleblower Hotline:

WBHL
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

General helpline: 0300 123 3155 (Monday to Friday 8.00am to 6.00pm)

Email: whistleblowing@ofsted.gov.uk