FIRST STEPS NURSERY

Complaint Policy

Introduction

We believe that our nursery provides an excellent standard of care and education for all our children, and that the staff and management team work very hard to build positive relationships with all parents. However, the nursery has a legal requirement to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the nursery follows in such cases.

This policy represents the agreed principles for complaints throughout the Nursery. All Nursery staff, representing First Steps Nursery at our Lowton and Leigh Branch has agreed this policy.

At First Steps Nursery we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play. Are intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our nursery at any time.

Aims and Objectives

Our nursery aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interest of the child above all other issues. We will provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The Complaint Process

How to share a concern

If a parent is concerned about anything to do with the care or education that we are providing at the nursery, they should, in the first instance, discuss the matter with their child's key worker or head of room. Most matters of concern can be dealt with in this way. All staff work very hard to ensure that each child is happy at nursery, and is making good progress, they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Most complaints should be resolved informally or at this initial stage

What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the key worker or head of room, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the manager or one of the management team. The management team considers any such complaint very seriously and will investigate each case thoroughly. Most complaints are normally resolved at this stage.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

How to take the matter further

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the proprietor and management team. This complaint must be made in writing, stating the nature of the complaint and how the nursery has handled it so far. The parent should send this written complaint to the management team.

Please understand that a complaint is not classed as a complaint if it involves the contract with the nursery. This is due to the fact that you have signed to abide by the rules and regulations laid down in this contract and is legally binding. We are not saying that we will not listen to your point of view and if we deem it to, we can change part of the contract if necessary.

Please be aware that we do not take malicious intent lightly, and will take action if needed. We take any complaint very seriously and like to come to a reasonable outcome for both parent and nursery.

The management team must consider all written complaints within 28 days of having received the complaint. The management team will arrange a meeting to discuss the complaint, and invites the person making the complaint to attend the meeting, so that she/he can explain the complaint in more detail. The nursery will give the complainant at least three days' notice of the meeting.

After hearing all the evidence, the management team will consider there decision and inform the parent about it in writing. We will do all we can at this stage to resolve the complaint to the parents satisfaction.

Who to appeal to next

If the complaint is not resolved, a parent may make a complaint to Ofsted;
The department to contact is:
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD Main Line: Tel; 0300 123 4666
Email: enquiries@ofsted.gov.uk

In some circumstances it will be necessary to bring in the OFSTED inspection Unit, who will have a duty to ensure, laid down requirements are adhered to and encourage high standards. The registered authority would be involved if a child appeared to be at risk or where there seemed to be a possible breech of registration requirements. In these cases both parent and nursery would be informed and would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

The nursery will provide Ofsted, on request, with a written record of all complaint made during any specified period, and the action which was taken as a result of each complaint. All records of complaints are kept for at least three years.

The management team will take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process. This policy is reviewed on a regular basis.