



Compliments and Complaint Policy and Procedure

Happy Tots Nursery is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put it right and learn from our mistakes. This policy constitutes the setting's formal Complaints Procedure.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Nursery Proprietor will conduct the investigation. All Feedback /Complaint from parents made to staff will be recorded in detail on a

Feedback/Complaints Form. (Appendix1)

Informal Process

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's Key person, Room Leader or Deputy Nursery Manager. They will work with you to clarify the issue, investigate it if necessary and from there to resolve the issue that you have raised and acting where appropriate to correct the issue that you have identified.

The Nursery is committed to open and regular dialogue with parents/carers and welcomes all comments on its services. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached, and she/he will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Formal Processes

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Nursery Manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included. If the Nursery Manager has good reason to believe that the situation has child

protection implications, they will contact the Local Safeguarding Children Board (Manchester Safeguarding Partnership) according to the procedure set out in the Safeguarding/Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then will contact the Police. The Nursery will acknowledge receipt of the complaint in writing - within 15 working days – and fully investigate the matter within 28 days. If there is any delay, the setting will advise the parent/carer of this and offer an explanation. The Nursery Manager will be responsible for sending them a full and formal response to the complaint. The formal response to the complaint in writing from the setting will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the setting's policies or procedures emerging from the investigation. The Nursery Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Setting's response to it. The Nursery Manager will judge if it is best for all parties to meet or if individual meetings are more appropriate.

Stage Three

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Setting's response will be passed to the Registered Person, Mr&Mrs. Al-Khafaji who will adjudicate the case. The proprietors will communicate a detailed response, including any actions to be taken, to both the Nursery Manager and the parents/carers concerned within 28 working days, from the date of the complaint.

Documentation

- An agreed written record will be taken of the main discussions, a decision taken and /or agreed action(s) for all complaints within the formal stages. All the parties present at the meeting should sign the record and receive a copy of it. The Nursery will maintain a copy of this confidentially and in line with all Data Protection Act requirements.
- This confidential record of complaints outcome of all formal complaints will be made available for Ofsted inspectors on their request.
- Where there are general learning points for the Nursery staff these will be provided in a way that does not refer back to the original complaint unless this has been specifically agreed with you as the complaint.

Stage Four

If, after discussion, the complainant is not satisfied, then he/she should contact the

Nursery Proprietors:

Mr& Mrs Al-Khafaji

Email : falkhafaji@aol.com

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

The number to call Ofsted regarding a complaint is: 03300 123 1231. These details are also displayed on the Parents Notice Board in the reception area.

Happy Tots Registered number: 500096

Email : enquiries@ofsted.gov.uk

Telephone: 03001231231

By Post: Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Policy updated by	Date	Date for review
Barbara Karda	January 2018	December 2018
Barbara Karda	January 2019	December 2019
Barbara Karda	January 2020	December 2020