

Concerns, compliments & complaints Policy

Reviews and Amendments:

• Implemented	02 nd January 2013	Laura Leigh Wayman
• Amended	25 th April 2013	Laura Leigh Wayman
• Amended	16 th August 2013	Laura Leigh Wayman
• Reviewed	27 th September 2013	Laura Leigh Wayman
• Amended	05 th January 2014	Laura Leigh Wayman
• Contact Details Updated	06 th November 2014	Laura Leigh Wayman
• No changed	29 th May 2015	Laura Leigh Wayman
• Contact details updated	08 th October 2015	Laura Leigh Wayman
• Reviewed	17 th February 2016	Sara Bradley
• Updated	06 th March 2017	Carla Gibson

Child's Play Private Nursery Ferryhill

Policies and Procedures

Concerns, compliments and complaints Policy

Child's Play Private Nursery aims to provide a high quality edu-care service which is safe, stimulating and consistent provision for all of the parents and children in the nursery. All compliments can be found on the website, Facebook page and or visually in the setting i.e. 'thank you cards'. Staff will always verbally give feedback and/or thanks to families for this correspondence.

If, for any reason, we get a complaint or concern raised we will follow it up by undergoing a thorough investigation as well hold an interview/meeting with the person(s) making the complaint and put together a suitable, realistic action plan in place to overcome the concern or issue.

Either the settings Nursery Director - [Laura Wayman](#) or Nursery manager- [Carla Gibson](#) will take responsibility for managing and dealing with any complaints, compliments or concerns which arise. If either of the above persons is not on site, the deputy manager – [Sara Bradley](#) will take the responsibility for dealing with the complaint, however if the person(s) making the complaint is not happy to speak to the deputy manager regarding the situation. Sara will make appropriate steps to contact either Laura or Carla.

Where possible Child's Play Private Nursery request that all communication is officially put into writing so that we have it to reference when looking into and comments.

Ways to make a complaint or compliment to the nursery: Child's Play Private Nursery have a number of avenues which a family can use to raise an issue or a complaint which include:

- Verbal communication: any reports given verbally (in person or via phone call) [01740 651789](tel:01740651789) will be logged on the form attached to this document and passed to the manager.
- Email: enquiries@childsplayprivatenursery.co.uk this email box is only accessed by the Senior Management team. Please mark the email for the attention of Laura Wayman in the subject box.
- Nursery website: www.childsplayprivatenursery.co.uk via the feedback page, private message on the parental login domain or contact us page
- Facebook Page: www.facebook.co.uk/Oto5years in the form of a private message.
- Concerns, complaints and compliments form: attached with this policy and it can also be found in the main reception area of Child's Play Private Nursery.

Resolving a complaint in the first instance, for example, would consist of an informal discussion with staff, special carers and other management staff as required. We aim to resolve a complaint on the day that it happens, sometimes however an investigation is required so we may inform you of an expected date for the 'findings'.

Child's Play aims to have all complaints resolved with appropriate actions in place within five days. Responding, will happen via a meeting or letter.

If the complaint is regarding the manager, The Nursery Director – [Laura Leigh Wayman](#) will investigate and respond to the complaint accordingly.

Sharing complaints with parents, if it is appropriate and necessary too, will happen via a documented letter. Where appropriate or necessary a meeting at a time suitable to all parties, often out of hours will be arranged for parents to attend if they would like to discuss it further.

Sharing complaints with staff members, if it is appropriate and necessary to do so, the manager will arrange either a one to one meeting or whole staff meeting to inform and discuss the complaint giving appropriate and necessary detail as well as any ongoing actions, investigations, policy updates or other outcomes of the complaint.

Recording complaints- we record all communication regarding the matters of this policy in the complaints and complement folder. We have produced specific forms which require detailed information.

Outside professional- the manager is responsible for reporting any complaints as stated in statutory guidance to outside professional for example: LADO, Ofsted, LSCB, Police.

Actions to take if after this process the parent feels the complaint has not been resolved- we will provide them with the contact details for Ofsted and the Early Years Advisors at County Hall, Durham so that they provide further advice, support in helping to resolve the complaint.

If the complaint made has any child protection implications, the Durham, Local Authority Safeguarding Children’s Board guidelines will be followed.

Documented Records of complaints - It is important that we deal with any complaints, concerns and compliments promptly and fairly. We record and document all correspondence. We also make a note of the timescales we will follow. We include the following in the record keeping:

- the nature of the complaint, concern or compliment
- the action taken initially
- detailed notes of any investigations
- any action taken during or after the investigation
- the person responsible for investigating the complaint
- the timescale
- a review of the effectiveness of the action taken
- who gets a copy of the complaint record including a written record of the outcome
- How to provide parents with the name, address and telephone number of Ofsted and or other professional agencies which they may contact if they are unsatisfied with Child’s Plays dealing with any situation.

If we receive a complaint from a parent or Ofsted, we keep all the paperwork related to the complaint until at least the next Ofsted inspection.

Where a concern or complaint is made in relation to the safety and/or welfare of any children or families in the setting, Child’s Play Private Nursery will follow its Child Protection Policy.

How do parents make a complaint to Ofsted - Any parent can, at any time, make a complaint to Ofsted about any aspect of registered childcare provision, Ofsted will consider and look into all complaints received.

Ofsted's address: Piccadilly Gate, Store Street, Manchester, M1 2WD.

Most concerns can be resolved through discussion with the manager. If the issue can't be resolved through discussion, then a formal complaint can be made in writing or by email.

Children Act Regulation – we must investigate all complaints made in writing or in electronic form from parents/carers where these relate to one or more of the welfare requirements or conditions of registration. We must provide the parent/carer who made the complaint with an account of the findings and of any action taken as a result within 28 days if you are on the Early Years Register or the Childcare Register.

We must also make a written record of complaints, any action taken and the outcome of any investigation, and provide a summary, on request, to any parent/carer of a child for whom you act (as a child-minder) or provide day-care, and Ofsted. Records must be retained for a period of at least three years from the date on which the record was made.

Useful resources and websites

- Advisory, Conciliation and Arbitration Service (ACAS)** www.acas.org.uk or 08457 474747
- Ofsted** www.ofsted.gov.uk or 0300 123 1231 or Piccadilly Gate, Store Street, Manchester, M1 2WD
- Kirstie Wilkinson:** EDA/Lead Safeguarding Officer for DCC: 0300 268 925
- First Contact Service/ Social Care Direct:** 03000 26 79 79
- Durham/Darlington Constabulary:** 0345 60 60 365 / 101
- Emergency Services:** 999
- Child's Play Private Nursery:** 01740 651789 or enquiries@childsplayprivatenursery.co.uk
- Laura Leigh Wayman** (Proprietor/Manager) 07912789169
- Citizens Advice Bureau** www.citizensadvice.org.uk
- Safeguarding Policy**



Concern, complaint & compliments

Although you have the right to be anonymous; we ask for your details so we can give appropriate feedback.

Name of person filling out form:	Date filled out:	With regards to which date?
With regards to:	Address:	Signature:

Please detail the nature of the concern, complaint or compliment in as much detail as possible. (Attach additional sheets where applicable)

Reported to manager. (Time and signature)

Comment, thoughts or outcomes:

Feedback given to person(s) who filled out form

*Method of feedback:

*Date:

*Time:

*Name of person:

Any actions taken as a result:

Completed by

Date

Reported Oftsed: *Yes / No* Reported by:

Date:

Time:

Name of person reporting to:

Actions of advice given:

