

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
• Updated	19 th February 2018	Laura Leigh Davies
• No changes	13 May 2019	Gareth Davies
• Amended	06 February 2020	Gareth Davies/Laura Davies

Child's Play Private Nursery

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. Where possible 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 receive 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.

Where possible Child's Play Private Nursery request that all complaints are made in writing for audit and evidence purposes.

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 (Ferryhill), 0191 5130796 (Seaham), 0191 3894777 (Chester Le Street), 01740 768110 (Laura Davies, Managing Director), 01740 768332 (Gareth Davies, Operational Director) or 01740 768323 (Head Office Reception) will be logged on the form attached to this document and passed to the manager.
- Email: enquiries@childsplayprivatenursery.co.uk or gareth@childsplayprivatenursery.co.uk these email boxes are only accessed by the Company Directors. All emails should be marked for the attention of the intended Director or alternatively where you are emailing a manager or specific nursery: seaham@childsplayprivatenursery.co.uk , ferryhill@childsplayprivatenursery.co.uk or chesterlestreet@childsplayprivatenursery.co.uk
- 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/0to5years in the form of a private message (This is not recommended as all management staff have access to this).
- Concerns, complaints and compliments form: attached with this policy and it can also be found in the main reception area of all Child's Play Private Nursery sites.

Procedural Guidance

Once a complaint is received from by Child's Play Private Nursery the Nursery Manager for the relevant site should review the complaint and log it as either Stage One or Stage Two complaint. In the event that a manager is unsure as to how to log a complaint they should seek advice from either the Operational Director, Managing Director, Company HR or other relevant professionals.

Stage One Complaints – These complaints are low level complaints from parents or other individuals regarding minor issues with care given to their child/children, the environment at nursery or minor issues around staff attitude or conduct. Examples of minor complaints would include wrong clothing being sent home, items of clothing missing etc, staff members were not welcoming or did not hand over properly. These complaints should be dealt with by either the Nursery Manager or Deputy Manager who should have an informal discussion with the person making the complaint and discuss their issues in depth.

An informal agreement should be made with timelines given to the complainant about how long an investigation would take and when they could expect feedback on actions taken to resolve their issues. An investigation into a Stage One Complaint should take no longer than five working days with a resolution and feedback given to complainants within this timeframe. The Nursery Manager or Deputy Manager should complete a Stage One Complaint Form with the complainant at the time of the initial complaint.

Stage Two Complaints – Complaints of a serious nature should be classified as Stage Two complaints and be escalated to the Operational Director on the same day as the complaint is received. Example of Stage Two complaints would be serious injury to children on site, serious concerns regarding Health and Safety or security, safeguarding concerns, serious complaints regarding staff including Nursery Managers. Upon receipt of a Stage Two complaint managers should complete a Stage Two Complaint Form and inform the complainant that this will be escalated immediately.

Once escalated the Operational Director will contact the complainant within 24hours and arrange a meeting with them, if the complainant requests a home visit this should be agreed. All reasonable requests for a meeting should be accommodated including outside of normal office hours.

The Operational Director will then meet with the complainant and agree a formal action plan for investigating and resolving their complaint, this action plan should be agreed and signed by both the Operational Director and the complainant at the initial complaint meeting (See Appendix 2). During this meeting the Operational Director should ensure that the complainant is aware their complaint may involve other agencies such as referrals to Ofsted, HSE and Social Services where applicable.

Timescales should also be given to the complainant regarding actions that will be taken.

The Operational Director will be responsible for the investigation, recording and documentation of all Stage Two complaints. Complete records should be kept on every action taken in the investigation including dates, full notes of interviews with staff etc, reviews of CCTV and a log of any referrals

made to relevant agencies. A copy of this notes should be given to the complainant if requested at the conclusion of the complaint.

Once an investigation is complete the Operational Director should contact the complainant and arrange a closure meeting where the findings of the investigation should be discussed and the complaint closed. This meeting should also be documented and a closure letter sent to the complainant confirming the result of the investigation. The complainant does not need to agree that the complaint can be closed however all actions agreed in the initial action plan should be completed before closure.

The complainant will be given the option of being provided with a copy of the investigation file including all notes and interviews with staff etc.

In the event the Operational Director is not available then Stage Two complaints should be passed to the Managing Director. If both Directors are not available then a Nursery Manager from another site should be tasked with investigating the complaint.

Once the complaint is closed the Operation Director should then give feedback to the relevant Nursery Manager regarding the outcome and any actions required.

Recording Complaints- Stage One complaints should be recorded in the Compliments and Complaints Folder with Stage Two complaints being stored by the Operational Director.

Outside Professional Referrals- The Operational Director is responsible for reporting any complaints as stated in statutory guidance to outside professional agencies e.g. LADO, Ofsted, Durham Safeguarding Children Partnership (DSCP formerly LSCB) and Police.

Actions to take if after this process the parent feels the complaint has not been resolved- If a complainant at Stage One is not satisfied then this should be escalated to Stage Two. If a Stage Two complainant is dissatisfied 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 should be followed.

Documented Records of complaints - It is important that we deal with any complaints, concerns and compliments promptly and fairly. All documents and correspondence should be recorded. 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.

Documenting and Reporting Requirements

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: Ferryhill 01740 651789 or ferryhill@childsplayprivatenursery.co.uk
- Child's Play Private Nursery: Seaham 0191 5130796 or seaham@childsplayprivatenursery.co.uk
- Child's Play Private Nursery: Chester Le Street 0191 3894777 or chesterlestreet@childsplayprivatenursery.co.uk
- Laura Leigh Davies (Managing Director) 017400 651789 ext 5 or enquiries@childsplayprivatenursery.co.uk

- Gareth Davies (Operational Director) 01740 651789 Ext: 5 or gareth@childsplayprivatenursery.co.uk
- Head Office 01740 768323 or admin@childsplayprivatenursery.co.uk
- Citizens Advice Bureau www.citizensadvice.org.uk
- Safeguarding Policy



Complaint Form

Stage One

	Name of Complainant(s):	Date Completed:
Name of Child/Children:	Address:	Signature:

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



Complaint Form

Stage Two

Name of Complainant(s):

Date Completed:

Name of Child/Children:

Address:

Signature:

Please detail the nature of the concern, complaint or compliment in as much detail as possible.
(Attach Stage One Complaint Form where applicable)

Date and Time Reported to Director:	Director Signature:
Details of Investigation (Attach File Logs)	
Feedback given to complainant:	
Date:	Time:
Further Reporting Required: <i>Yes / No</i>	
Reported by:	





Stage Two Complaint Action Plan

Name of Director/Investigation Manager:

Name of Complainant:

Address:

Date/Time:

Actions Agreed

Deadline

Notes

Additional Notes:

