# Making a complaint

**Policy statement**

In the Orchard Day Nursery Kew, we believe that children and parents or member of staffs are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

**Procedures**

Our setting is required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to Parents or member of staffs, as well as to Ofsted inspectors on request.

*Making a complaint*

Stage 1

- Any Parents or member of staff who has a concern about an aspect of our setting's provision talks over his/her concerns with our manager first.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's or staff file.
- Parents or member of staffs has channels of communication such talk face-to- face, written, email, text in family, or anonymously by the complaint box outside.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the Parents or member of staff moves to this stage of the procedure by putting the concerns or complaint in writing, using the *Complaint and low concern template.*

  For Parents or member of staffs who are not comfortable with making written complaints, there is a template form for recording it in the Complaint Investigation Record; the form may be completed our manager and signed by the Parents or member of staff.

- Our setting stores all information relating to written complaints from Parents or member of staffs in the child's personal file.
- The manager will set:
  - The complain template with all information.
  - Risk assessment to meet the criteria exposed.
  - Action Plan
  - Meet with the staff member or whole group to address situation.
  - Proceed to develop an investigation if necessary.

The manager will store all information relating to the investigation in a separate file designated for this complaint.

- When the complaint is completed, our manager meets with the Parents or member of staff to discuss the outcome.
- We inform Parents or member of staffs of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

- If the Parents or member of staff is not satisfied with the outcome of the investigation, he or she requests a meeting with our manager and the ILG HO the Parents or member of staff may have a friend or partner present if they prefer and.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.

  This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 4

- If at the stage three meeting the Parents or member of staff cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our EYP's and the Parents or member of staff if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the Parents or member of staff and our manager and ILG Ho is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone presents at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

*The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Partners and the Information Commissioner's Office.*

- Parents or member of staffs may approach Ofsted directly at any stage of this complaints' procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the

  Early Years Foundation Stage are adhered to.

  Parents or member of staffs can complain to Ofsted by telephone, in writing or by completing the online form:

  Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD

  Tel: 0300 123 4666

  Complaints | Ofsted

**Ofsted complaints record**

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.
- In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, we follow the procedures of the Hounslow Safeguarding Children Partnership.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at [our/my]

setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

**Agencies**

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
  If agreement is not reached, the complainant may write to the setting manager's line manager, who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the owners/directors/trustees.

*Records*

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for Parents or members of staff and Ofsted inspectors to view on request.

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| **This policy was Adopted on** | *June 2025* |
| **Signed on behalf of the nursery** | *Alia Smith* |
| **Date of review** | *June 2026* |

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| **Date of review** | *June 2027* |
| **Date of review** | |