**Complaints policy & procedure**

**Statement of intent**

At Smart Steps Nursery we are committed to providing a safe, stimulating and caring environment for children. We aim to provide high quality services for everyone, but accept that sometimes things don’t always go according to plan. In such circumstances, we will always try to put it right and address the issue.  
If at any time parent/carers are not happy with the service we provide, there is a clear procedure to follow:

We believe that most complaints if made constructively 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 which respects confidentiality.

**Aim**

To meet the requirements of the Early Years Foundation Stage and the Childcare Register, Smart Steps must:

* Keep a record of any complaints received and the outcome. (3.74)
* Investigate all written complaints relating to the fulfilment of the EYFS requirements and notify parents or the complainant of the outcome of the investigation (in writing or by email if requested), within 28 days of having received the complaint. (3.74) (CR7.4)
* Make the record of complaints available to Ofsted on request, to include a summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence. (3.74) (CR7.5)
* Produce for Ofsted, on request, a list of complaints made during the previous three years. (CR7.6)
* Make available to parents and/or carers details about how to contact Ofsted. (3.75)
* Supply a copy of the Ofsted report to parents should the complaint trigger an inspection. (3.75)
* Have a written statement of procedures to be followed in relation to complaints. (CR7.1)
* Ensure that each complaint is fully investigated. (CR7.2)
* Keep written records for a period of three years of any complaints; including the outcome of the investigation and the action Smart Steps Nursery took. (CR7.3)
* Inform the complainant of the outcome of the complaint.
* You can contact Ofsted about your concerns by telephoning them on 0300 123 1231 or write to them at:

Applications, Regulatory and Contact (ARC) Team Ofsted Piccadilly Gate Store Street Manchester M1 2WD.

Ofsted details are outlined in the parents’ poster, which is displayed. You can also obtain Ofsted’s factsheet with regards to how to complain about childcare providers by going to http://www.ofsted.gov.uk/resources/information-forparents-about-ofsteds-role-regulating-childcare

**Procedure**

**Informal Process- Stage 1**

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 worker, 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 taking action where appropriate to correct the issue that you have identified.

**Stage 2**

If the issue remains unresolved and there is no satisfactory outcome, then the Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent within 10 working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints will be resolved informally at stage 1 or 2.)

**Stage 3**

If the matter is still not resolved a formal meeting should be held between the Nursery Manager, Parent and Corporate Services Manager to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

**Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted, telephone number: 08456 40 40 40.

A record of complaints will be kept in the nursery. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a child protection related complaint, please refer to the Safeguarding Children Policy.

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| “Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome.”    Statutory Framework for the EYFS 2017 (3.74) |

Manager sign: KButler

Date: March 2020

Review date: Reviewed every 6 months