

# Bambino Ltd

## Complaints Procedure

Version	Date	Author	Comments
1.0	07/2008	Bambino Ltd	Initial release and adoption of policy
1.1	28/09/2011	Scott Roberts	Introduction of version control
1.2	16/11/11	Jo Stainsby	Updated Ofsted address
1.3	16/11/2012	Scott Roberts	Reviewed and corrected Ofsted post code
1.4	18/01/2018	Roz Worster	Complaints book replaced with provider complaints record

# Complaints Procedure

## **Statement of intent**

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

## **Aim**

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

## **Methods**

To achieve this, we operate the following complaints procedure.

### *How to complain*

#### Stage 1

- Any parent who is uneasy about an aspect of the nurseries provision talks over, first of all, his/her worries and anxieties with the Nursery Manager/Deputy.
- A note is made of any complaints on a provider complaints record sheet, which are available to see at any time.
- Parents will be told of the outcome of the investigation within 28 days of the nursery having received the complaint.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Nursery Manager and the owner. Parents will be told of the outcome of the investigation within 28 days of the nursery having received the complaint.
- Most complaints should be able to be resolved informally at Stage1 or at Stage2.

#### Stage 3

- The parent requests a meeting with the Nursery Manager and the owner. Both the parent and the Manager should have a friend or partner/room leader present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

#### Stage 4

- If at the Stage 3 meeting the parent and nursery cannot reach agreement, an external mediator is invited 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 to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the Nursery Manager/Deputy and the parent, 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 parent, the Nursery Manager and the owner 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 present 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, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board.**

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

The address and telephone number of our Ofsted regional centre are:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel. No: 0300 123 1231

These details are displayed on our nurseries notice board.

If a child appears to be at risk, our nursery follows the procedures of the LSCB.

In these cases, both the parent and nursery are informed and the Nursery Manager works with Ofsted or the LSCB to ensure a proper investigation of the complaint followed by appropriate action.

### **Records**

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The record is available to see by parents/guardians at any time.

