

Complaints and Comments Procedure 2017



The legal framework for this policy is based on:

Childrens Act 1989

Childrens Act 2004

Data Protection Act 1998

Purpose To ensure complaints and comments are investigated and dealt with appropriately

Scope All staff, students and parents

Responsibility Owner/Manager

At Heaton House we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that were you feel appropriate you may like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the safeguarding policy. Parents are able to view this policy in the operational plan folder located in the hallway of the nursery.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Complaints Procedure

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the setting manager. The manager will then investigate the complaint and report back to the parent within **ten 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 are usually resolved informally at stage 1 or 2.)

Policy adoption date	Signature on behalf of nursery	Staff dissemination date	Latest review date	Next review date
19/09/2012	Esigned – Joyce L Baxter	14/01/2017	03/02/2017	January 2018

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If you wish to write your complaints letter please send to the address below:

Mrs Joyce L. Baxter
Heaton House Nursery
553 Chorley Old Road
Bolton
BL1 6AE

Emails should be directed to info@heatonhousenursery.co.uk

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree 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. Parents are made aware that they can contact Ofsted in all stages of complaints and are given information on how to contact them.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and the relevant procedure followed in accordance to this. Where third parties are disclosed or other children named the contents of the report may not be disclosed. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

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Contact details for the regulator:

Ofsted

The National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 1231

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

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