



Complaints Policy

EYFS Legal Requirement:

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. (3.74 pg 30)

Every Child Matters Outcome: Making a Positive Contribution

This policy applies to

- The Early Years Register (ER)
- The Childcare Register (CR)

Policy

At St Bede's Childcare Ltd we aim to provide the highest standard of care and education in an environment that is warm, safe, caring and provides learning opportunities for the children, and hope that they enjoy every fun filled minute. We believe that parents and carers should receive prompt attention to their needs and concerns.

We aim to work in partnership with parents and the community, and so welcome suggestions on how to improve our facility.



Procedure

A Parent/Carer, staff member or visitor who has a complaint about our services, or the conduct of a member of staff, or about something they may have heard or seen can make the complaint by following the procedures set out below:

In the first instance take the complaint to the child's key worker

If still dissatisfied, make an appointment to see the Nursery Manager.

If a Parent/Carer wishes to make a formal complaint, they will be asked to complete a communication log form with the Nursery Manager. This form will be kept in the communication log files.

One Communication Log file will hold the information made from the complaint in full, and this file will not be accessible to the Parents/Carers to view, the other will have the same information but with names, addresses and details omitted for confidentiality.

The Nursery Manager will take reasonable steps to conduct a full investigation into the complaint. If a complaint has been made about the Nursery Manager, the Area Manager will conduct the investigations.

Any outcome to the complaint will be given within 28 days of the date of complaint. Anyone making a complaint in writing will be informed of the outcome of the investigation within 28 days.



Finally, if there is still no resolution, Ofsted may be contacted.

Ofsted:

Picadilly Gate, Store Street

Manchester

M1 2WD

0300 123 1231

If a complaint is made against a member of staff:

If a complaint is made against a member of staff, a full investigation will be conducted. If the complaint is questioning a member of staff's ability to be safe in the care of children, that member of staff will be immediately suspended and the Local authority or police will be contacted until a full investigation outcome has been reached. If the complaint does not question their ability to care for the children, disciplinary procedures would not begin until the investigation outcome warrants it.

For any complaints that Ofsted contact us about, the nursery will endeavour to:-

Provide them with as much information required, if the complaint has already been made to the nursery, we will share all information, conclusions and actions taken with Ofsted and will also inform them in the event of an allegation made against a member of staff.

For parents/carers we display a complaints' statement informing parents of how our complaints system works and this is situated in the Nursery.

These complaints will be held on file for 3 years.