



Norfolk House Nursery

## Compliments and Complaints Policy and Procedures

The Safeguarding and Welfare Requirements

3.74 / 3.75

At Norfolk House Nursery we are committed to providing a safe, stimulating and relaxed environment in which all children and parents are comfortable, happy and valued. We aim to offer a high quality service for everyone; however, we accept that things may not always go to plan and that concerns may arise. It is our aim to ensure that concerns are dealt with in a professional and courteous way and welcome suggestions on how to improve and develop.

Our intention is to work in partnership with parents, staff, outside agencies and the community in general as we strongly believe that good partnerships can resolve concerns/complaints promptly before issues may arise. These partnerships encourage anyone to express concerns with the nursery and be able to approach members of the team with ease and confidence. If however, in the unlikely event that anyone feels that they cannot express their concerns or make a complaint, Norfolk House Nursery will enable them to express their concerns via a questionnaire that is sent out at least three times a year and can be completed and returned confidentially. Questionnaires are situated on Notice Boards around the nursery so parents can complete one at any time, should they wish to. This questionnaire also enables parents to compliment the setting and the team, which is also welcomed and can have an extremely positive impact on the nursery team and the ongoing development of the nursery.

### Complaints Procedures

- As a matter of good practice all concerns/complaints will be recorded in our complaints folder in order for Norfolk House Nursery to address and monitor concerns and complaints which contributes to on-going development.
- Concerns/complaints will be dealt with professionally and promptly to ensure that any issues arising from concerns/complaints are handled effectively.
- There are two folders; one anonymous (this can be used for on-going development) and the other

This Policy and Procedure was reviewed in June 2021 by Hayley Fox, Senior Nursery Manager	Date for next review: June 2022	Date Sent to Director: June 2021
Date sent to Nursery Manager: 14/06/2021	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 14/06/2021		

confidential (this is where all notes/interviews/evidence should be filed).

- Both will be stored within the office securely and confidentially.
- All notes regarding to the concerns/complaints will be recorded factually and accurately using a Staff Interview/Witness Statement following a Complaint/Investigation Form.
- All complaints will be logged using complaint forms one and two and retained on the complaints log and in the complaints folders.

### Access to Details of Complaints

- Parents are able to have access to records of all complaints if they wish to, however only the anonymous folder must be made available. Personal details relating to any complaint will be stored confidentially and only accessible to the management involved.
- Ofsted will have access to these records at any time during the inspections to ensure actions have been met appropriately.

### Complaint Stages

#### ➤ Stage One

- Anyone who wishes to share a concern or make a complaint in the first instance is encouraged to discuss their concerns verbally with their child's **Key Person** or **Room Leader**, in the hope that it can be resolved quickly. The member of staff dealing with a concern/complaint at this level should make a record, ensuring accurate details of any discussions and actions are recorded (all concerns/complaints must be reported to the Nursery Manager and the Senior Nursery Manager who may become involved at this stage).

#### ➤ Stage Two

- If the issue remains unresolved or if the complainant feels that they have received an unsatisfactory outcome, it must then be presented in writing to the Nursery Manager (all concerns must be reported to the Senior Nursery Manager who may become involved at this stage). Please note that the same procedures will be followed should anyone who verbally takes this further.
- Once a complaint has been received, the Nursery Manager will contact the complainant to confirm the complaint has been received and may then request a meeting. At this point the length of time required to investigate and respond to the complaint must be outlined.
- The complaint will be investigated by the Nursery Manager. The Deputy Nursery Manager may also be involved at this point.

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- All written complaints must be investigated and dealt with within 28 days. The response may be fed back to the parent verbally by telephone (at an appropriate time for the complainant) or in person. The complainant will also be informed of the response in writing.
- Stage Three
- If the matter is still not resolved then this must be reported to the Senior Nursery Manager.
  - Once a complaint/appeal has been received, the Senior Nursery Manager will contact the complainant to confirm the complaint has been received and may also request a meeting. At this point the length of time required to investigate and respond to the complaint will be outlined.
  - All written complaints must be investigated and dealt with within 28 days. The response may be fed back to the parent verbally by telephone (at an appropriate time for the complainant) or in person. The complainant will also be informed of the response in writing.
- Stage Four
- If the matter is still not resolved then this must be reported to the Director.
  - Once a complaint/appeal has been received, the Director may contact the complainant and may also request a meeting. At this point the length of time required to investigate and respond to the complaint will be outlined.
  - All written complaints must be investigated and dealt with within 28 days. The response may be fed back to the parent verbally by telephone (at an appropriate time for the complainant) or in person. The complainant will also be informed of the response in writing.
- Stage Five
- If the complainant is still dissatisfied with the outcome from Norfolk House Nursery then they can contact Ofsted on 0300 123 1231 or in writing to:

Ofsted  
 Piccadilly Gate  
 Store Street  
 Manchester  
 M1 2WD

The above information should also be available for parents on the Notice Board.

For guidance on concerns and complaints please visit [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

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