

## Complaints Procedure

We believe that children, and their parents, are entitled to expect courtesy with prompt and careful attention to their needs and wishes. It is our intention to work in partnership with parents and the local community and we welcome suggestions on how we can improve our group.

It is clearly of paramount importance that the Nursery should run smoothly and that parents and staff work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

### **Scenario 1 - Parents**

**If a parent has a complaint then they need to follow the correct steps, which are as follows:**

1. Shall verbally speak to the Key Person of the child
2. If staff unable to help they will refer the parent to the Manager
3. The Manager should talk to the parent/carer
4. If the Manager feels, then he/she will make an appointment to meet parent/carer and try to resolve the problem or query
5. The Manager must record the complaint in the complaint book and action to be taken
6. The Manager must follow up with subsequent action to be taken and the effectiveness of the action taken and try to resolve the problem or query
7. If it is not resolved by this stage, then the Manager must inform the Director immediately
8. The Director will inform Ofsted and this can be done in writing or verbally
9. The Director will also send any record about this particular complaint to Ofsted
10. Ofsted will reply to the parent and Little Rainbow Nursery in writing

### **Scenario 2 – Staff**

**If a member of staff has a complaint about Management, Room Leaders, or another member of staff, student or volunteer.**

**Management:**

1. The complaint about the Management should be done in writing to the Director and reply will be given after the Director investigates the matter within 1 week of the complaint
2. If the complaint is about the Director make an appointment with the Director and try to solve the problem
3. If the staff is not happy with the outcome they can write to the Director and a reply will be given within 1 week of the complaint
4. If the complaint is about the Manager or Room Leaders, the staff must phone the Head Office and talk to the Director
5. Staff must also write to the Director and an investigation will be done and Little Rainbow disciplinary procedure will be followed

**Staff:**

1. If the complaint is about another member of staff, the Manager must be notified
2. If it is a Child Protection issue, then the Child Protection Procedure should be followed
3. Manager must talk to both parties and try to solve the matter verbally
4. The Manager must talk to staff separately and then together
5. If the matter is minor, then the Manager should resolve it
6. However, if two staff have been behaving badly in front of the children (client) or parents (customer) for example: screaming, fighting, shouting at each other, using abusive language (this list is not exhaustive) then they must be brought to the manager's office and talked separately and given verbal warning. The Director should be informed
7. The Manager should then try to talk to them together and make them understand how important it is for us to behave properly in front of the children and parents. We are the role models
8. If this does not help and it continues to happen then the disciplinary procedure should be followed up to level 1
9. The Director should proceed with Level 2 onwards of disciplinary procedure

**SCENARIO 3 - Public**

**If a member of the public has a complaint about the Nursery or a member of staff.**

1. The complaint should be registered in the complaint book and should be notified

to the Director.

2. The Manager must follow step 5 -10 on Scenario 1
3. If a complaint is made against a member of staff, the Manager will immediately inform Ofsted by registering this complaint and asking for advice. To allow for a full investigation and to protect both the staff member and the child the staff member will be suspended, and the above procedure will be followed. To ensure confidentiality, the Director will conduct the investigation. They will also ensure that any investigation carried out by Ofsted is not interfered with. If a member of staff or a volunteer is dismissed from the Nursery or is internally disciplined because of misconduct relating to a child, we notify the Department of Health administrators so that their name may be included on the List for the Protection of Children and Vulnerable Adults
4. The Nursery is regulated by Ofsted (The Office for Standards in Education). Any parent who feels the Nursery has not dealt with their complaint appropriately can contact Ofsted at the following address:

Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA

**Telephone:** 0300 123 1231

**Email:** [enquiries@Ofsted.gov.uk](mailto:enquiries@Ofsted.gov.uk)

Please note that Ofsted details are also available on the Nursery notice board.

A record of all complaints will be kept for at least 3 years from the date of the last record and is accessible to Ofsted, parents and other officials upon request.

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