

Complaints Procedure

Statutory Framework : Section 3.74 & 3.75 The Safeguarding & Welfare Requirements

All staff work to promote and maintain good relationships with all parents and carers.

Poppy's Day Nursery strives to ensure that all children are given the best care and attention at all times. If you wish to discuss an area for concern whilst your child is in our care, or if you are unhappy about an element of service, please do not hesitate to speak to your child's key person.

If a complaint is made against the Nursery or a member of staff, it is taken very seriously and will be dealt with immediately.

Once speaking to your child's key person, you still feel things are unresolved please talk to the Nursery Manager.

If you continue to feel unhappy with the service, you will need to make an official complaint in writing to the Nursery Manager. All official complaints must be investigated and dealt with within 28 days.

Your complaint will then be logged and reported to OFSTED (Office For Standards In Education), who must be informed of any formal complaints made against the Nursery and / or its staff.

OFSTED is responsible for the registration and inspection of early years provisions.

Staff involved in the complaint will be required to make a written statement of the event leading up to and continuing for the duration of their involvement to track the process.

A summary of the complaint will be written by the Nursery Manager mapping the complaint at each stage and identifying the National Standard relating to the complaint.

The following information is required when investigating a complaint:

- * the process taken to ensure the complaint was fully investigated
- * who was involved with the investigation
- * any referrals made to an outside agency e.g. local authority, social services.

Actions and outcomes must be detailed, showing the outcome of the investigation:

- * any action/s identified
- * actions set / taken by OFSTED
- * actions taken by other agencies
- * the outcome of the investigation - identifying areas of improvement

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* if any staff have been dismissed following the investigation

* if any staff have been dismissed for misconduct due to putting a child at risk - the individual may need to be referred for inclusion on to the Protection of Children Act.

The findings of the investigation and any action to be taken as a result of the investigation must be shared with all parents in the Nursery.

This must be completed within 28 days from the date the complaint was made.

A separate letter should be sent to the parent making the complaint giving more detail if appropriate.

You can contact OFSTED in the following ways:

Telephone: 0300 123 1231

Website: www.ofsted.gov.uk

South Region
Freshford House
Redcliffe Way
Bristol
BS1 6LX

Likewise, please tell us when you are happy with our service; this is great for the Nursery team who dedicate their careers to the well being, care, education and development of your children.

OFSTED Inspections

When the nursery is being inspected by OFSTED we will notify all parents upon arrival and via email in order for parents to feed any concerns into the inspection process.

After an inspection the nursery will supply a copy of the report to parents and / or carers of children attending on a regular basis.