



Complaints Policy

At Little Saints Nursery we continually strive to offer quality childcare and welcome any suggestions to enhance the service provided.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes at all times. We will deal with complaints professionally and promptly to ensure that any issues arising are handled effectively to ensure the welfare of all children.

In the case of a complaint relating to child protection, please refer to Little Saints Nursery Safeguarding Policy.

Complaints procedure

1. If any parent has cause for complaint or any queries regarding the service provided by the nursery they should discuss the matter with their child's key person or a senior member of staff.
2. If the issue remains unresolved or parents believe they have received an unsatisfactory outcome, these concerns should be presented in writing to the nursery manager. The manager will investigate the complaint and report back to the parent within *five* 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 at this point.)

3. If the matter is still not resolved, a formal meeting will be held between the manager, parent and a senior practitioner to ensure that it is dealt with comprehensively. Parents are welcome to be accompanied at this meeting by a friend or representative. 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. In all cases where written complaints are received, the manager will notify complainant of the outcome within 28 days of receipt.



4. If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

5. A record of complaints will be kept in the nursery which 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 will be only accessible by the parties involved. These records must be available for OFSTED to access at any time during visits to ensure actions have been met appropriately.

Contact details for OFSTED: 0300 1234666

This policy was adopted on	27 th April 2018
Signed on behalf of the nursery	
Date disseminated to staff	27 th April 2018
Date for review	April 2020

Knowsley Metropolitan Borough Council Early Years has developed this policy as guidance for childcare settings to inform their own policy and to assist them in documenting how they operate their own provision. When preparing this policy we have considered and taken account of relevant guidance from the NDNA and from other agencies and authorities. Please note that the information in this document only provides a practical guide to the required policies and procedures. As legislation and inspection criteria change on a regular basis to reflect new practices it is essential that you seek your own advice and guidance and any reliance on this document is entirely at your own risk. Accordingly Knowsley Metropolitan Borough Council does not accept any responsibility or liability for any reliance on this document.