



CCL 2.0 Compliments and Complaints

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We anticipate that most concerns will be resolved quickly and informally, however, we have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 15 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the

accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record 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; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted Piccadilly Gate Store Street Manchester M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Internal Procedure for Complaint Handling

This procedure sets out how a complaint should be handled by employees of Complete Childcare at all levels, and how the complaint will be investigated and responded to in accordance with Complete Childcare's Policy & Procedures:

Compliments & Complaints.

Definition of Complaints

A complaint is any expression of dissatisfaction, whether in writing or spoken, about a service or facility that Complete Childcare provides.

Complaints can be made by any individual or group that enters our nursery and no preference should be made based upon irrespective of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability.

Complaints will be handled fairly, consistently and promptly.

Receiving a complaint

A complaint can be received at any place where Complete Childcare conducts business and can be received by any employee or representative of the Complete Childcare Group, in writing or spoken in person, by telephone, e-mail, and by social media. Employees must be vigilant to and understand that dissatisfied persons may not make a 'formal complaint' but any dissatisfaction will be verbalised to them and if this is done so repeatedly needs to be reported to management and logged in order for all complaints to be dealt with no matter how 'big' or 'small'.

If the complaint is regarding the care or education, the complaint should be made to the child's key person or a senior member of staff/room leader as per Stage 1 of the compliments & complaints policy and should follow the procedure as necessary.

A complaint of any other nature should be made in writing to the Nursery Manager. If the complainant feels that their complaints are not being dealt with satisfactorily then a written complaint can be made to the PA to the Managing Director.

The individual receiving the complaint shall record the following information on the Complete Childcare complaint log form which includes:

1. Name, address and contact details of complainant
2. Date and time complaint received
4. Date and time complaint occurred
5. Substance of complaint
6. Type of complaint (e.g. standard of service, inconvenience, distress, behaviour etc)
7. Name of person receiving complaint
8. Action taken when complaint is received – e.g. apology offered, provided copy of this procedure, other information provided,
9. Date complaint passed to responsible for persons best placed to deal with this specific complaint.

Investigating complaints

The Individual receiving the complaint will be responsible for completing actions and investigating the complaint. If the Individual receiving the complaint is the subject of the complaint then the Nursery Manager or the Support team may delegate a suitable

individual, not involved in the complaint, to action and investigate the complaint as soon as it is received.

A thorough investigation will be undertaken upon receipt of a complaint. Appropriate action will be taken to identify and remedy any recurring or systematic problems as well as any specific problem identified by a complaint.

Response to complaints

Complete Childcare aims to resolve the complaint to the complainant's satisfaction as speedily as possible.

Within a day

Complaint will be logged and delegate suitable investigator chosen, all information relayed. NST informed.

Within 7 days

If the complaint cannot be resolved quickly, an acknowledgement will be sent to the complainant within 7 days of receipt of the complaint. The acknowledgement will contain the following information:

The name or job title of the person handling the complaint

The Complete Childcare's internal complaint handling procedure

Within 15 days

If still unresolved within 15 days of receiving a complaint, Complete Childcare will send the complainant either a final response, or a response which explains the delay and advises the complainant when a final response can be expected. The complainant will be asked whether they are willing to extend the time for the investigation to be completed. The complainant will be advised that if dissatisfied with the delay he/she can refer the complaint to OFSTED. A copy of the OFSTED contact details will be included in the response final response.

Final Response

This is the Complete Childcare's intention to provide a complainant with a satisfactory final response within 15 days of receipt of the complaint.

The final response will include:

- A summary of the complaint
- A summary of the investigation into the complaint
- The Complete Childcare's views on the issues raised in the complaint
- Whether the Complete Childcare acknowledged it has been at fault in any way
- Details of any redress or actions taken to settle the complaint
- The complainant's right to refer the complaint to the OFSTED if remaining unsatisfied with the final response from the Complete Childcare Group