Old Basing Village Nursery School

Compliments and Complaints Policy

	Date	Date	Date
Revision History	09/2019	05/ 2022	06/2022

Policy Statement:

At Old Basing Village Nursery School, we believe in a reflective approach to developing our practise. We use the following tools to evaluate and improve our delivery of the EYFS:

- Termly environment audits
- Staff Performance Management reviews
- Floor books to record our journey, document changes to procedures, practice and the environment and to measure the impact of what we do.
- Parent questionnaires at key times such as the end of the settling in period, end of the academic year and after transition to school
- Feedback following open days and events

As a team, we collate and analyse the feedback we receive, update policies in response and celebrate what we do well. We welcome suggestions on how to improve our practice and service and will give prompt and serious attention to any concerns or complaints about the running of our setting. We anticipate that most concerns or complaints will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have set procedures for dealing with concerns or complaints. We aim to bring all concerns or complaints about the running of our setting to a satisfactory conclusion for all the parties involved. Separate procedures apply in the event of a child protection issue, please refer to our Safeguarding policy.

Compliments:

We actively encourage our parents to use our Famly app to give the team feedback on the care their child has received. Feedback from thank you cards, emails, Famly correspondence and reviews are collated and shared with the wider team. If a parent wishes to, we may request permission to make use of their comments in our self-evaluation and marketing.

Complaints Procedure:

This policy constitutes our formal complaints procedure and is displayed within our parent information file kept in the foyer. Under normal circumstances the setting manager will be responsible for managing any complaints made, unless the complaint is made against the manager and then an appointed person from Hampshire County Council will conduct an investigation. All providers of

care for the Early Years Foundation Stage must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

This policy applies to children who are currently attending Old Basing Village Nursery School. It only applies to children who may have left, if the concern or complaint was raised prior to them having left OBVNS. We are required to keep a written record of all complaints and their outcome. This will be made available to Ofsted on request.

Making a complaint

Stage One:

Informal Resolution (does not form part of the 28-day requirement if in relation to fulfilment of the EYFS unless a formal written complaint). Any parent who has a concern or complaint about an aspect of our setting talks, in the first instance, to the child's key person or, if appropriate, our Manager / Deputy Manager. In most cases, the matter will be resolved straightaway by this means to the parents' satisfaction. The person dealing with the concern or complaint will make a written record, the date on which it was received, the discussions with parents, along with details of how the concern or complaint was resolved. Most concerns or complaints should be resolved amicably and informally at this stage within 5 working days.

This does not form part of our 28 days at this stage unless a formal written complaint. If the complaint is against the staff, it should be referred directly to the Manager.

Stage Two:

If the concern or complaint cannot be resolved on an informal basis, then the parent/carer should put their concern or complaint in writing to the Manager. It should detail relevant names, dates, evidence and any other important information about the nature of the complaint. After considering the concern or complaint, the Manager will decide the appropriate course of action to take. The Manager will acknowledge receipt of the complaint as soon as practicably possible, or within 3 working days and investigate the matter. If there is any delay, the manager will advise the parents/carers of this and offer an explanation. The manager will be responsible for sending the parents/carers and full and formal response to the complaint.

If the manager has good reason to believe that the situation has child protection implications then Social Services will be contacted in accordance with our Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed then the police will be contacted immediately.

At Old Basing Village Nursery School we record written complaints from parents in their child's personal file on the Famly app. However, if the complaint involves a detailed investigation, the manager may wish to record all information relating to the investigation in a separate concerns and complaints file. When the investigation into the complaint is completed, the manager will meet with the parent/carer to formally discuss the outcome. Parents/carers will be informed of the outcome of the investigation within 28 days of making the written complaint. The formal response will include details of any actions taken, or to be taken and any amendments to our policies and procedures as a result of the investigation. The response will be sent to the parents/carers concerned and all relevant and appropriate staff.

The manager will arrange a mutually convenient time to meet with the parents/carers concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the response to it. The manager will judge if it is appropriate for all parties to meet together or if individual meetings are required. When a complaint is resolved at Stage Two, the summarised points are logged in a concerns and complaints file.

Stage Three:

If a parent/carer is not satisfied with the outcome of the investigation, he or she can request a meeting with the manager. The parent/carer may have an appointed person/friend/relative present. The manager will be supported by somebody from Hampshire

County Council or another member of the Old Basing Village Nursery School team if appropriate. An agreed written record of the discussion is made as well as any decision or action to be taken as a result. All parties present at the meeting should sign this record and receive a copy of it. This signed record signifies that the procedure has concluded. When a complaint is resolved at this stage, summarised points are logged in the concerns and complaints file.

Stage Four:

If at the stage three meeting the parent/carer cannot reach an agreement with the manager, an external mediator is appointed to help to settle the complaint. This person should be acceptable to both parties and will listen to all parties involved and offer advice. A mediator has no legal powers but can help define a problem, review the action so far and suggest further ways in which it might be resolved. The mediator keeps all discussion confidential. He/she can hold separate meetings with our setting's manager and the parent/carer if it is decided to be purposeful. The mediator will keep a written record of any meetings held and any advice given. This information is logged in our concerns and complaints file.

Stage Five:

When the mediator has concluded his/her investigations, and final meeting between the parent/carer and the manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think that this will help with a decision/resolution being reached. A record of this meeting, including the decision on the action to be taken is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of OFSTED and Hampshire Safeguarding Children Partnership

Parents/carers may approach OFSTED directly at any stage of our complaints procedure. In addition, where there seems to be a possible breach of registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to. The number to call Ofsted with regard to a complaint is: 0300 123 1231

Parents can complain to Ofsted by telephone on in writing at:

Ofsted National Business Unit,

Piccadilly Gate,

Store Street,

Manchester

M1 2WD

These details are displayed on our notice board.

EYFS Requirements:

3.74.Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

3.75.Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.