



Safeguarding children

1.10.1 Making a complaint: policy and procedures

Policy statement

We believe that children and parents are entitled to courtesy and prompt, careful attention from everyone at School House Nurseries. Any concerns about how the setting is run is of the utmost importance to us. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties. If you have a concern, we believe that in most cases it can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, or if you would prefer to make a more formal approach to the nursery, this document sets out our procedures on how to make a complaint.

How to raise a concern

Stage 1

- Any parent who has a concern about an aspect of the setting's provision can discuss his/her concerns with their child's key person or the Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If Stage 1 does not reach a satisfactory outcome, or if the problem recurs, the parent can move to Stage 2 of the procedure by putting their complaint in writing to the Manager.
- All settings are required to keep a 'Complaints Record' of those complaints that reach Stage 2 or beyond. This log is made available to parents and Ofsted inspectors.
- Usually we store written complaints from parents in our Complaints Record log. However, if the complaint involves a detailed investigation, the owner may wish to store all information relating to the investigation in a separate file dedicated to the complaint.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the investigation is completed the owner meets with the parents to discuss the outcome. Each party may have a second person present if they wish. A written record of the discussion will be made.



- When the complaint is resolved at this stage, the summative points are logged in the 'Complaints Record'.
- (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

- If the parent and setting cannot reach agreement at Stage 2 the owners will help to settle the complaint. The involvement of the owners represents the final stage in School House Nurseries' complaints procedure.
- The owners will listen to both sides and offer advice. The owners can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The owners keep all discussions confidential. They can hold separate meetings with the setting's personnel and the parent, if this is deemed to be helpful. The owner keeps an agreed written record of any meetings that are held and of any advice given.
- When the owners have concluded their investigations, a final meeting between the parent 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.
- 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.

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 whenever they have a concern, including at all stages of the complaints procedure, and information on how to contact Ofsted is displayed in the setting. 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. Ofsted 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, outcomes 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.
- The record of complaints is made available to Ofsted on request. We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.
- The contact details for Ofsted are:
 - Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD, telephone number: 0300 123 1231. Email: Enquiries@ofsted.gov.uk. These details are displayed on our setting's notice board.
 - Ofsted has also produced a guide about how to register concerns and complaints. [Children's social care services: raising concerns with Ofsted - GOV.UK (www.gov.uk)]

- 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 of children attending on a regular basis.

Contacting the Local Authority

- If a child appears to be at risk, our setting follows the safeguarding procedures as set out by our Local Authority.
- In these cases, both the parents and setting are informed and the setting’s Lead Safeguarding Officer works with LADO or Spoa (or Ofsted) to ensure a proper investigation of the complaint, followed by appropriate action.
- The contact details are as follows:
 - **Local Authority Designated Officer (LADO, Sam Efde and Assistant LADO, Susan Giles):**
Consultation via the online portal [here](#)
 - **Referrals into Early Help and Social Care Single Point of Advice:**
 - 01323 464222;
 - 0-19.SPoA@eastsussex.gov.uk
 - **Emergency Duty Service (after hours, weekends and public holidays):** 01273 335906/01273 335905

Keeping records of the complaint

- A full record of complaints against our setting and/or the children and/or the adults working in it is kept by the nursery. This record includes the date, the circumstances of the complaint and how the complaint was managed.
- The outcomes of all complaints are recorded in the ‘Complaints Record’ which is available for parents and Ofsted inspectors on request.

This policy was updated and reviewed in:

Reviewed date	Name	Signature
September 2015	Stuart Watt	
May 2016	Stuart Watt	
August 2016	Stuart Watt	
September 2016	Stuart Watt	
April 2017	Stuart Watt	
April 2018	Lindy Baldwin	
August 2018	Lindy Baldwin	

April 2019	Lindy Baldwin	
May 2019	Stuart Watt	
January 2020	Stuart Watt	
January 2021	Stuart Watt	
January 2022	Stuart Watt	
March 2023	Stuart Watt	
June 2023	Stuart Watt	