



**Little Acorns Nursery
at High Halden**

Church Hill, High Halden
Kent TN26 3JB
Telephone 01233 850113

Concerns and Complaints Policy

We aim to provide the highest quality of care and education for all our children. We aim to offer a welcome to each individual child and family & to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents, staff and the community generally and we welcome suggestions on how to improve our setting at any time.

We therefore welcome feedback from parents and carers to help us improve our services to them. If they have any positive feedback, query, suggestion or complaint they would like to raise regarding the Nursery, they are asked to speak to the Manager or Chair of the Trustee Committee. They can also complete a feedback form which can be collected from the nursery office, when completed it can be handed into the office, a written reply will be given to them. We also have a 'Parents Suggestion Box' which is located at the front of the nursery for all parents/carers if they would like to express ideas and opinions. Comments will be treated, where necessary, in the strictest confidence.

We issue a questionnaire twice each academic year to gain feedback and views from parents. We love to hear positive feedback and will pass comments onto particular staff, if named. If a parent/carer is less than happy with the service we provide then they are asked to speak to us directly so we can discuss the situation and rectify the problem. Queries and suggestions will be considered and accommodated if possible, but this may not always be possible in the immediate future.

Complaints will be fully investigated and replied to within 28 days of the complaint being received, as directed by Ofsted (20 days for children aged 5-under 8 years). A written record will be kept of the complaint and the outcome.

Complaints Procedure

How to complain

Stage 1: Any parent who is uneasy about an aspect of the Nursery provision talks over, first of all his/her worries and anxieties with: The child's Key Person, Deputy Manager, or the Manager, any parent who requires a written response to their concerns should request one at this stage.

Stage 2: If this does not have a satisfactory outcome, or if the problem recurs, the parent moves on by making a formal complaint in writing to the Nursery Manager who will investigate the complaint. The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed within 5 working days.

Stage 3: When a formal complaint has been fully investigated, the Nursery Manager should ensure that the person who made the complaint is informed, in writing, of the outcome.

Stage 4: If the person who made the complaint is not satisfied with the outcome of the complaint, they should contact the Nursery Trustee Committee through the Nursery Manager.

Stage 5: If the complainant still remains dissatisfied after an internal investigation has taken place, they are entitled to take their complaint to Ofsted. Contact details for Ofsted are:

OFSTED Early Years

Piccadilly Gate

Store Street

Manchester

M1 2WD

Enquiries Telephone: 0300 123 1231

Whistleblowing Hotline: 0300 123 31

Enquiries@ofsted.gov.uk

The Role of the Registering Authority

In some circumstances it will be necessary to bring in the OFSTED Inspection Unit, who will have a duty to ensure laid down requirements are adhered to and encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be possible breach of registration requirements. In these cases both parent and nursery would be informed and would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents/staff that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted at a meeting of Little Acorns Nursery

Date to be reviewed

Signed on behalf of the management committee

Name of signatory

Role of signatory (e.g. chair/ owner)