

## **Complaints Procedure**

### **Statement of intent**

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all the parties involved.

### **Complaints relating to our delivery of the statutory framework of Early Years Foundation Stage**

We will investigate all complaints made in writing or in electronic form from parents where these relate to one or more of the national standards. We will provide the parent(s) who made the complaint with an account of the findings and with any action taken as a result within 28 days.

### **Methods**

**To achieve this, we operate the following complaints procedure:**

#### **How to complain**

##### **Stage 1**

Any parent who is uneasy about an aspect of the nursery's provision talks over, first of all, his/her worries and anxieties with the Room Manager.

##### **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Room Manager and the Nursery Manager.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

##### **Stage 3**

The parent requests a meeting with the Room Manager and the Nursery Manager. If required, both the parent and the Room Manager may have a friend or partner present. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. This signed record confirms that the procedure has concluded.

##### **Stage 4**

If at the Stage 3 meeting the parent and nursery representative cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice.

A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussion confidential. she/he can hold separate meetings with the nursery personnel (Room Manager and Nursery Manager) and the parent, if this is decided

to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

## **Stage 5**

When the mediator has concluded her/his investigations, a final meeting between the parent, the Room Manager and the Nursery 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 this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

## **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children's Board.**

Parents may approach Ofsted directly at any stage of this procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the **statutory framework for the Early Years Foundation Stage** is adhered to.

### **The address and telephone number of our Ofsted regional centre are:**

The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 4666

These details are also displayed on nursery notice boards.

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children's Board in our Local authority. The Leaflet entitled 'What to do if you think a child is being abused' can also be found on our notice boards.

In these cases, both the parent and nursery are informed, and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

## **Records**

We will investigate all complaints made in writing or in electronic form from parents where these relate to statutory framework for the Early Years Foundation Stage. We will provide the parent(s) who made the complaint with an account of the findings and with any action taken as a result within 28 days.

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

## **Complaints relating to the General Data Protection Act (GDPA) 2018**

We have a separate policy outlining our responsibilities to keep our families and staff data safe.

If you have any reason to question our handling of your data, then a formal meeting should be arranged with our Data Protection Officer, **John Banbury**.

A record of complaint is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

If after meeting with our Data Protection Officer you are still unsatisfied, and you wish to take the matter further, then you should contact the Information Commissioners Office (ICO). Their website address is: <https://ico.org.uk/global/contact-us/>

### **Complaints relating to the claiming of Government nursery funding**

We have a separate Charging Policy relating to how we claim and invoice parents to include any Government nursery funding they may be entitled to. Our policy has to be vetted and passed by Norfolk County Council annually and forms part of our 'Local Agreement' with them to be able to claim the funding on behalf of our parents.

Where parents/carers are not satisfied that their child is receiving government funding in the correct way, a complaint can be submitted directly to our Finance Director, **John Banbury**, or our Operations Manager, **Anna Terrington**.

A record of the complaint is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

If after meeting with our Finance Director or Operations Manager, you are still unsatisfied then you should contact Norfolk County Council's Early Years funding team. Their email address is: [earlyyearsfinance@norfolk.gov.uk](mailto:earlyyearsfinance@norfolk.gov.uk)

### **Action on all complaints**

Where we have a legal duty to improve our systems, we will take immediate steps to do so. Information about any other complaints will be taken to our Governance meetings, which are held three times per year, to see if any improvements to our systems or processes can be made. Records will be kept for a period of ten years from the date on which the record was made.

Our Complaints Policy is issued to all families as part of the registration process. It is also available on our website – [www.onceuponatime.org.uk](http://www.onceuponatime.org.uk)

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Updated on: 12 February 2024**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**