



## STATEMENT OF INTENT

Junior's Day Nursery believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Junior's Day Nursery welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. Junior's Day Nursery anticipate that most concerns will be resolved quickly, by an informal approach with the nursery manager. If this does not achieve the desired result, Junior's Day Nursery have a set of procedures for dealing with concerns. Junior's Day Nursery aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved within 7 days of receipt of the complaint, be it verbal or written.

## PROCEDURE

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. Junior's Day Nursery will keep a 'summary log' of all complaints. Any complaints that reach stage 2 or beyond are filed in the complaints folder, this is to be made available to parents, as well as to Ofsted inspectors on request.

## MAKING A COMPLAINT

### STAGE 1

Any parent who has a concern about an aspect of the nursery's provision talks over his/her concerns with the nursery manager first of all.

- Most complaints should be resolved amicably and informally at this stage.
- Junior's Day Nursery record the issue, and how it was resolved, in the child's file.

### STAGE 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints; the form may be completed the nursery manager and signed by the parent.
- Junior's Day Nursery stores all information relating to written complaints from parents in the complaints folder.
- When the investigation into the complaint is completed, the nursery manager meets with the parent to discuss the outcome.
- Junior's Day Nursery inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, Junior's Day Nursery log the summative points in Summary Complaints Log, which is made available to Ofsted on request.

### STAGE 3

- If the parent is not satisfied with the outcome of the investigation, he or she have a right to appeal against the outcome of this investigation to the nursery owner, Denise Fuller. Parents should put their concerns in writing to: **denise@juniorsdaynursery.co.uk**. This should be done within 10 working days of the parent receiving the outcome of the investigation. Denise Fuller will consider the appeal fully and will notify parents of the outcome of the appeal within 10 working days.



- If a meeting is necessary, a meeting will be arranged with the nursery manager and the nursery owner. The parent may have a friend or partner present if they prefer.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, Junior's Day Nursery log the summative points in the summary complaints log.

#### STAGE 4

- If at the stage three meeting the parent cannot reach agreement with the nursery, Junior's Day Nursery invite an external mediator to help to 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with nursery staff 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 s/he gives.

#### STAGE 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the nursery manager and owner 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 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 the Office for Standards in Education, Children's Services and Skills (Ofsted), Kent Safeguarding Children Multi-agency Partnership and the Information Commissioner's Office.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD Tel: 0300 123 1231
- These details are displayed in our welcome room.
- If a child appears to be at risk, Junior's Day Nursery follow the procedures of the Kent Safeguarding Children Multi-agency Partnership.
- In these cases, both the parent and the nursery are informed and the nursery manager work with Ofsted or the Kent Safeguarding Children Multi-agency Partnership to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at nursery. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)

## RECORDS

- A record of complaints in relation to the nursery, or the children or the adults working in the nursery, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in summary complaints log, which is available for parents and Ofsted inspectors to view on request.

**This policy was adopted on: July 2020**  
**Signed on behalf of Juniors: Harriet O'Brien**  
**Date of review: July 2021**

**Reviewed on:**  
**By:**  
**Date of review:**

