

Abacus Nursery - Complaints and Compliments

EYFS: 3.74, 3.75

At Abacus Nursery we aim to create a 'safe, caring, home from home environment where children and their families receive the best quality care and learning.

We greatly value our partnership with parents and aim to foster trusting relationships. We are open and transparent about the service we provide and place great emphasis on parental input to continually improve the service we offer (including the use of questionnaires at various stages of their time with us). We strive to do everything we can to ensure our parents receive courtesy and prompt, careful attention to their needs and wishes. We ask for the same courtesy in return and have zero tolerance regarding: comments on social media platforms, abusive phone calls, emails and face to face confrontation. To that end, we encourage parents to voice any concerns and complaints immediately. All issues are taken seriously and dealt with immediately, in a way that respects confidentiality.

Our Complaint Policy and Procedure forms part of our 'New child' information where Parents are made aware that they can contact Ofsted at any time they have a concern, that we haven't been able to address, including at all stages of the complaints procedure, and are given information on how to contact Ofsted.

Ofsted
Piccadilly Gate
Store St
Manchester
M1 2WD

Telephone Number: 0300 123 1231

Email: enquiries@ofsted.gov.uk

As part of that Policy parents are also made aware of the negativity of airing even the smallest gripes on social media websites. Where this is ignored parents are asked to withdraw any issues and raise their concerns to us personally in order for us to address it. If we are made aware of any such behaviour from a parent we would ask for a discussion and it may be necessary for parents to seek alternative childcare if we are falling short of their expectations.

When a concern/complaint is made:-

1. If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person/room leader. Where they are unable to address the concern they are responsible for escalating the concern to management. The initial response will be made in the same manner as to which the complaint was made i.e. verbally, by email. If the matter is not resolved a meeting with two senior members of staff present will be arranged. They

will discuss the issue with the parent(s) and aim to resolve matters at an informal level within an agreed length of time. The meeting will be recorded for all parties involved.

2. If the concern remains unresolved, then the parents are requested to inform the manager 'in writing' (including email) of their concerns.

- They will receive a reply in writing within 10 working days.
- We will keep the complainant informed regarding the progress of the complaint and with the outcome as soon as possible. The nursery will make a record of any meetings and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.
- Where we have been at fault we will apologise and the complainant will be informed of the measures we have put in place to address the matter.

3. In the rare event that the matter remains unresolved or the parent(s) feel unable to discuss their complaint with the Nursery staff, it is recommended that the complaint is referred to Ofsted. 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. They risk assess the complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

All written complaints will be recorded on a Complaint/Concern record form. This record will be retained confidentially for Ofsted to access on request. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, which statutory requirement it links to, result of any investigations and any information given to the complainant including a dated response.

After any complaint our policy and procedure relating to the complaint will be reviewed and where necessary amended. We will also review the effectiveness of the action plan along with how the matter was handled and where necessary update our practice.

To remain transparent, where applicable, the complaint will be shared with other parents.

Compliments

Let us know what we are doing well and in which ways we are making a positive difference to the families that attend Abacus. This feedback not only provides a great staff moral boost but also allows us to build on the 'complemented' practice. We record all compliments and share these with staff.

This policy was adopted on	Signed on behalf of the nursery	Date for review
10.06.2019		June 2020

