

Complaints Policies & Procedures:

Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy the parent / carer and the setting.

Who is Responsible

It is the responsibility of the manager to ensure that all nursery complaints are handled. However, senior staff has been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

Procedure

In the event of a parent / carer wanting to complain about a member of staff or incident at Merry Kidz Day Nursery please follow the following guidelines:

- Speak to a member of staff or directly to management / owners about the complaint giving as much information as possible.
- If it is discussed with a member of staff, then they will report the complaint to the manager and complete complaints form immediately.
- The manager will acknowledge receipt of the complaint within **24 hours**.
- The complaint will then be investigated and an action plan drawn up to address the issue.
- The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form; all complaints will be resolved within **7 days** of the complaint being made.
- Once made aware of the complaint the manager must record the complaint on the complaint log.
- This information is only available to management.
- If the parent / carer feel that they are unable to speak to a member of staff, then they can also send their complaint in writing to the manager / owners who will acknowledge the complaint within 24 hours and respond to it within 7 days of receipt of the letter.
- If complaint relates to the manager or the customer feels that they are unable to address the complaint with one of the nursery owners then the parents have the right to raise the matter with Ofsted.
- Parents are made aware that they can contact Ofsted at any time they have a concern including during the stages of the complaints procedure and are given information on how to contact Ofsted.
- Parents will be able to access the records if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved.

Purpose of Document

To inform members how they should handle complaints effectively and swiftly.

Procedure

- Anyone making a complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- If a complaint is received, then it should be dealt with swiftly and in accordance with the complaints policy for the setting.
- The member of staff who has received the complaint should complete a complaint form and give this to the manager / owners.
- Complaint forms are available in the complaints file in each of the playrooms, completed forms will be kept in manager's office.
- The manager will acknowledge receipt of the complaint form within 24 hours, log the complaint in the complaint log and investigate the matter; at this stage it may be appropriate to contact the parent / carer to gather further information, all correspondence will be recorded with the complaint form.
- All complaints are discussed with all relevant staff, the issue is discussed and corrective action agreed, a date by which the action should be taken is also agreed. This is recorded on the complaint form and then discussed with the parent / carer, this information is also issued in writing.
- If the action has not been taken by the date agreed the manager should address the issue and identify why the action has not been taken, this should be recorded in writing and issued to the parent / carer.
- When the corrective action has been completed and the complaint has been resolved the parent / carer will be sent an email confirming this.