# Policy on Complaints

We are committed to providing the best experience possible for both children and staff at this nursery. It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the children’s best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

* If a parent feels that he/she has cause for complaint they should either speak to a qualified member of staff or Owner/manager.
* **Where a complaint is made to the staff /the person in charge/Owner/manager should be informed immediately.**
* The person in charge or Owner/manager will respond to any complaint within 28 days.
* They will talk with staff and parents to overcome the problem.
* It will be noted to which Safeguarding and Welfare requirement the complaint refers.
* Complaints will be recorded and dated on a Complaints form kept in the office.
* After a complaint has been resolved the final outcome will be written on the Complaints Form. This will be stored in the file of the person involved and stored in the office. This will be protected under our Data Protection.
* Any recommendations for changes in procedure will be made and noted against the complaints policy.

It is clearly understood that parents have the right to phone OFSTED after talking to the nursery staff and meeting with Owner/manager, if they feel that they have not received a satisfactory response to their complaint. Ofsted phone number is 0300 123 4666.

Complaints by members of staff will be dealt with by Owner/manager immediately.

Parents may use the suggestion box to offer help or make suggestions.

After an inspection has been completed, parents and/or carers will have a copy of the inspection report made accessible via the website at [www.moniquesmontessori.co.uk](http://www.moniquesmontessori.co.uk).

**Provider complaints record**

**Date of complaint**

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| --- | --- | --- |
| **A: Source of complaint** | | |
| Parent (in writing, including email)5  Parent ( in person)  Parent (phone call)  Staff (in person)  Staff (in writing, including email)  Staff (phone call)⁭ | Staff Member  Anonymous  Ofsted (include complaint number if known)  Other (please state) | |
| **B: Nature of complaint**  **(Please tick which Safeguarding and Welfare Requirement that the complaint relates to)** | | |
|  | |  |
| * Child Protection * Suitable People * Staff qualifications, training, support and Skills * Key Person * Staff: child ratios * Health * Food and drink * Accident and injury * Managing behaviour * Safety and suitability of premises, environment and equipment * Smoking * Premises * Risk assessment * Outings * Equal opportunities * Information and records * Information for parents and carers | | |
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Please give details of the complaint

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| **C: How it was dealt with** |
| Internal Investigation  Investigation by Ofsted  Investigation by other agencies (please state) |

Please give details of any internal investigation or attach any outcome letter from Ofsted:

|  |
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| **D: Actions and outcomes** |
| Internal actions  Actions agreed with Ofsted  Changes to conditions of registration  Other action taken by Ofsted  No action  Actions imposed or agreed with other agencies |
| Please give details: |

**Has a copy of this record been shared with parents? Yes or No**

|  |  |
| --- | --- |
| **Name of Recorder:** | **Outcome notified to parents : Yes (within 28 days)6**  **Date:** |
| **Position:**  **Name:**  **Signature:** | **Date Completed:** |

5 Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

6 Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.