

# Complaints policy

## Introduction

Salford Family Nurseries believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the Safeguarding / Child Protection Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

## Complaints procedure

### Stage 1

If any parent should have cause for complaint 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 or a senior member of staff/room leader.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within 28 days of having received the complaint. This will be fully documented in the complaints logbook and will detail the nature of the complaint and any actions arising from it. As the nursery sits under the Local Authority we are obliged to investigate and respond to all complaints within 14 days.

(Most complaints are usually resolved informally at stage 1 or 2.)

### Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED or the Local Authority complaints department.

Parents are made aware that they can contact OFSTED or the Local Authority at any stage of the complaint.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record 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. OFSTED will have access to this record at any time during visits to ensure actions have been met appropriately.

If Ofsted are directly investigating a complaint, nursery staff will cooperate fully with Ofsted and take any advice or actions that are recommended as an outcome of the investigation

Parents/carers are able to request to see the nursery complaint log at any time.

## **Contact details for the regulator**

OFSTED 0300 123 4666

Please follow the link for making complaints to the local authority

<https://www.salford.gov.uk/cscomplaints>

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

**This policy was updated: 13 May 2024**

**Signed on behalf of the nursery managers:**

**Reviewed by: Val Worrall**

**Date of Next Review: May 2025**