

Complaints

Policy statement

Little Learners believes that children and parents are entitled to courtesy and prompt and careful attention to their needs and wishes. We welcome suggestions on how to improve our nurseries and will give immediate attention to any concerns about the running of our nurseries. We anticipate that most concerns will be resolved quickly using an informal approach. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our nurseries to a satisfactory conclusion for all of the parties involved.

All nurseries are required to keep a written record of any complaints, and their outcome.

Our Procedures

1. Making a complaint

Stage 1: Informal Stage

- Any parent who has a concern about an aspect of nursery life should in the first instance talk over the concern with the room leader.
- Most complaints can be resolved amicably and informally at this stage.

Stage 2: Formal Stage

- If stage 1 does not achieve a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concern or complaint verbally or in writing to the Nursery Manager.
- Stage 2 complaints are filed in the child's personal file. However, if the complaint involves a detailed investigation, the manager may file all information relating to the investigation in a separate file designated for the complaint which will be locked in a confidential place.
- When the investigation into the complaint is completed, the manager will meet with the parent to discuss the outcome.
- Parents will be informed of the outcome of the investigation within 10 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in a record that is stored centrally.

Stage 3: Appeal

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the Quality Manager, Julia Ward, who can be contacted on 020 8597 2900 or by emailing juliaward@lifelineprojects.co.uk.
- The parent may have a friend or partner present at an appeal meeting if they prefer and the Nursery Manager may have the support of a member of the management team if required.
- A written record of any decision or action agreed during the meeting will be made and communication to the parent and the Nursery Manager.



- Parents will be informed of the outcome of the appeal within 10 days of making the appeal.
- The written record signifies that the procedure has been concluded.
- When the complaint is resolved at this stage, the summative points are logged in a record that is stored centrally.

2. Ofsted

- Parents may approach Ofsted directly at any stage of this complaints procedure.
- The number to call Ofsted with regard to a complaint is 0300 123 1231.
- If a child appears to be at risk, our nurseries follow the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the Nursery Manager works with Ofsted or the Local Safeguarding Children Board to ensure proper investigation of the complaint, followed by appropriate action.

3. Records

- A record of complaints against our nurseries and/or the children and/or the adults working in our nurseries is kept, including dates, circumstances of complaints and how they were managed.
- The outcome of all complaints is recorded in the complaints record which is available for parents and Ofsted inspectors on request.

This policy meets the requirements of the Statutory Framework for the EYFS 1st September 2021.

Date policy last reviewed/updated	19 th November 2021	Reviewed by	Julia Ward, Quality Manager
Date of next review/update	November 2022		

