



Compliments and Complaints

Policy

At **Evergreen Early Years** we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with the team. These can be found in our welfare requirements file.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

For complaints relating to early years funding, please refer specifically to our EEF policy

Stage 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 nursery manager.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will share this with the senior leadership team and nursery director. The manager or a senior leader will then investigate the complaint and report back to the parent as soon as is feasible. They will document the complaint fully and the actions taken in relation to it in the complaints log

kept in the welfare requirements file. A learning review will be completed, and all learning will be shared with the team.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent, and senior leader/director to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting 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.

Stage 4

If the matter cannot be resolved to their satisfaction, then 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 at all stages of the complaint's procedure, and are given information on how to contact 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. Ofsted risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, the date and time of the 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; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Procedure to be followed if an incident occurs or
a complaint is escalated to the director

1. Manager to detail the complaint/incident on the child's profile under 'notes' and keep this updated with correspondence with parents
2. If a complaint – parents will be asked to put this in writing
3. Manager to inform the director of the incident/complaint
4. Manager to start and maintain a Chronology document.
5. Manager will meet with parents to discuss the details and achieve a solution/action plan OR the investigation will continue
6. The Director will review CCTV if applicable
7. Director to plan how best to investigate, liaising with other leaders/DSL's. This will be communicated to the manager, who will inform the team
8. Parent's will be updated about what will happen next
9. The investigation will be conducted by someone from the leadership team with a second leader to scribe. This may take the form of interviews with team members or witness taking statements
10. The manager will update parents regularly and then via a more formal feedback meeting once the investigation has been completed (this may also be with the director). Notes of these to be added to FAMLY.
11. Statements will be written up by the scribe, read and signed by each team member as a true reflection of what they spoke about in their interviews. These will be signed by the director and scribe
12. The director will review the investigation and take all actions needed appropriate for the findings. These may include – contacting HR, LADO, LA, and making a notification to Ofsted (within at least 14 days)

13. An action plan and learning review will be drawn up by the setting manager and/or QA manager. This will be shared with the team, as appropriate
14. Any staff disciplinary actions will be conducted by someone from the leadership team, as decided by the director, passed through to HR and recorded on BreatheHR
15. All documents will be stored in the shared documents file 'Confidential' under a separate created folder, titled with the date of the incident.
16. The manager should then print off all documents and store them in the complaints file (unless GDPR law requires these to be confidential). The manager should create a front summary sheet and add the incident/complaint to the record sheet, numbering the record and wallet.
17. The quality assurance manager will check all the records (paper and electronic) to ensure all are completed and nothing is missing, using the table in attachment 1 below.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>April 2022</i>	<i>L Davy</i>	<i>April 2023</i>
<i>October 2022</i>	<i>L Davy</i>	<i>October 2023</i>
<i>November 2023</i>	<i>L Davy</i>	<i>November 2024</i>
<i>April 2024</i>	<i>L Davy</i>	<i>April 2025</i>
<i>November 2024</i>	<i>L Davy</i>	<i>November 2025</i>
<i>November 2025</i>	<i>L Davy</i>	<i>November 2026</i>

Action/ document	On FAMILY	On Breathe	In confidential electronic file	In complaints file (paper)
Record of incident/ complaint				
Written complaint from parents				
Notes from meetings				
Chronology				
Signed statements				
Email trails				
Notification to LA				
Notification to LADO				
Notification to Ofsted				
Action plan				
Staff records/ disciplinary				
Record of conversations and end feedback with parents				
Front summary page				
Contents page updated and numbered				

