

# Policy on Complaints

Complaints involving a member of staff that contain an allegation of abuse must be handled using the Child Protection Policy.

It is of great 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 interest of that cooperation it is requested that the nursery has an opportunity to address any concern at the outset to bring about the quickest resolution.

If a complaint is made the following procedure will be used:

- If a parent feels that he/she has cause for complaint they should either speak to a qualified member of staff, care manager or the registered provider.
- Where a complaint is made to other staff the officer in charge or registered provider should be informed immediately.
- Complaints will be recorded and dated in the Complaints Book.
- The Care Manager or registered provider will respond to any complaint as quickly as possible. Complaints will be investigated within 28 days.
- The Care Manager or registered provider will conduct an investigation into each aspect of the complaint. They will gather all available evidence and talk with staff and parents as considered appropriate. Children will never be questioned.
- After a complaint has been resolved or concluded the final outcome will be recorded in the Complaints Book. Any recommendations for changes in policy or practice will be implemented in a timely manner and noted against the complaints policy.
- The complainant will be advised of the outcome of the complaint.
- It is clearly understood that parents or staff have the right to contact Ofsted at any time.
- Complaints or grievances by a member of staff will be dealt with by the officer in charge using the grievance procedure detailed in the staff Description and Conditions of Attendance document.

The OFSTED parents complaint line is **0300 1231231**

Written complaints should be sent to;  
**The National Business Unit OFSTED Piccadilly Gate  
Store Street Manchester M1 2WD**

**This policy was reviewed on 8<sup>th</sup> October 2020.**