

Complaints and Compliments

The EYFS 2017 states that:

- 3.74. Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request.
- 3.75. Providers must make available to parents and/or carers details about how to contact Ofsted with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements.

POLICY

At ICP Nurseries we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

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. **Posters** will be displayed in the Nursery, informing parents of how they can share compliments, concerns and complaints.

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 and Child Protection Policy**.

We will follow our **Safeguarding: Allegations Against Staff Procedure** where a complaint is made in relation to an allegation that a member of staff who works with children has:

- Behaved in a way that has harmed a child or may have harmed a child.
- Possibly committed a criminal offence against or related to a child; or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

In cases where an allegation against staff has been made, the Nursery Manger must contact the Company Strategic Safeguarding Lead for advice, without delay.

As per our **Valuing Diversity and Promoting Inclusion and Equality** policy will acknowledge and respond to all in incidents of discrimination, including racist incidents following the steps outlined in this procedure below.

Compliments

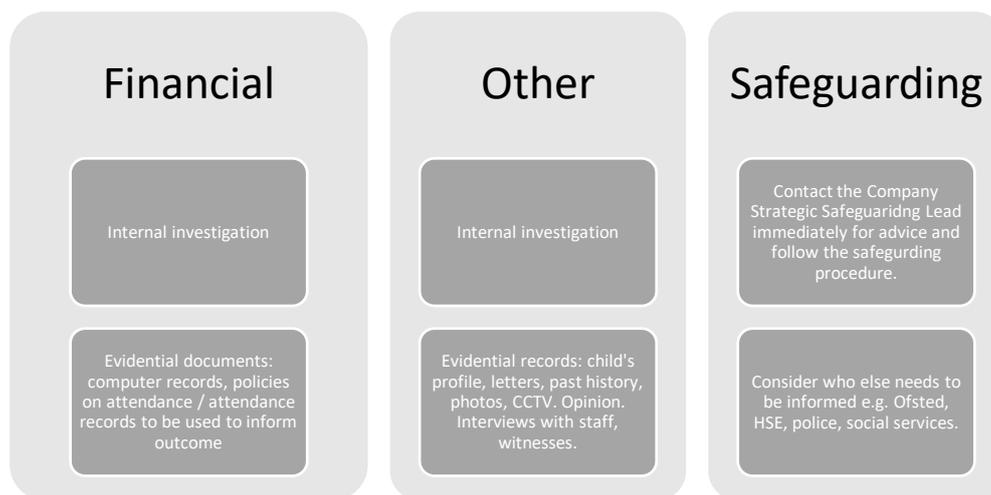
Compliments are the appreciation or expressions of thanks and it is as essential that these compliments are treated with the same respect and importance as concerns or complaints.

To this end, ICP Nurseries has a compliments procedure that will be used when such communications are received:

- These compliments will be reviewed by the Nursery Manager, who will write to and send a copy to any staff involved and thank the originator of the communication.
- Copies of correspondence will be lodged on the personal files of members of staff, and a separate Compliments Folder maintained and kept in the Nursery office.

Multiple complaints

Where a complaint has more than one element it is important to separate out the issues and respond to each separately. The following table provides an example of how this could be approached:



Confidentiality

All information in respect of complaints will be treated confidentially and only those who are required to enable a satisfactory resolution to be achieved will have access to it. It will be subject to the Confidentiality Policy which all ICP Nursery staff agree to within their contract of employment and not divulged to anyone other than those required for a satisfactory conclusion of the matter, without the permission of the person expressing the concern or complaint.

All personal data is held in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

INTERNAL COMPLAINTS PROCEDURE

Most concerns are usually resolved informally at stage 1.

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 child's key person or a senior member of staff/room leader. Nursery Managers must ensure that all staff are trained to provide an exceptional customer experience, and this includes responding to concerns in a professional and supportive way.

A concern can be defined as a matter of interest, importance or anxiety. Nursery staff must aim to respond to and resolve a concern to by the next working day. Where this has not been possible, if the Nursery believes a prompt and satisfactory response can be provided quickly, this is explained to the person who can choose to either continue with the plans in place for early resolution; or for their concern to be investigated as a formal complaint.

A complaint can be defined as any expression of dissatisfaction, or a perceived grievance or injustice. A complainant can be defined as an individual who raises a complaint.

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 nursery manager must respond, in writing within 48 hours, acknowledging the complaint and informing the parent of the next steps to be taken.

The manager will document the complaint fully and the actions taken in relation to it in the **Complaints Record**, which will be kept at the front of the Complaints Pack.

On receipt of a complaint, the first responsibility is to ensure that the child's immediate care needs are being met. They must then contact their Operations Manager to inform them of the complaint and agree the next action to be taken.

The manager will then thoroughly investigate the complaint in a manner appropriate to resolving the issues speedily and efficiently and within the agreed timeframe (usually between 5 and 28 days).

The importance of understanding concerns in the context of history, timelines and other known information cannot be underestimated. Chronologies are central to this process and must be completed on an ongoing basis as the case progresses using the **Complaints Chronology Record**, which must be kept in the Complaints Pack. The **Complaints Chronology Record** should include any information given to the complainant including a dated response.

The manager will complete a final report using the **Investigation Outcome Report and Guidance** template.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member 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 – Escalation Process

If at the Stage 3 meeting the parent cannot reach agreement with us, we invite a member of the Childcare and Operations Team to help mediate and settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. Their role is to help

define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent and Nursery Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the Escalation Process has concluded.

Investigation Outcome

When the investigation into a complaint is completed, the manager meets with the parent to discuss the outcome. We inform parents of the outcome of the investigation, in writing, within 28 days of him/her making the complaint.

When the complaint is resolved at this stage, we log the summative points in **Complaints Folder Log**.

Following the conclusion of the complaint the parent/carer must also be asked to complete the rating section of the **Complaints Record** indicating their level of satisfaction with the outcome. The parents/carers will be asked to sign if they are satisfied with the outcome.

Complaints Folder

Documents relating to complaints should be stored together in a Complaints Pack. This pack should include:

- **Complaints Record** must be kept at the front of the pack
- **Complaints Chronology Record**
- Investigation evidence
- **Investigation Outcome Report**

The Complaints Pack must be stored in the Complaints Folder. A **Complaints Folder Log** must be maintained and kept at the front of the Complaints Folder.

The Complaints Folder must be kept in a lockable place in the nursery office and kept between only the persons who require access on a 'need to know' basis. Authorisation to see the information must first be agreed from the setting's Nursery Manager.

As per our **Valuing Diversity and Promoting Inclusion and Equality** we will ensure a **Log of Incidents of Discrimination, Including Racist Incidents** is maintained, and stored in the back of the complaints folder.

Central Office Team

Parents may at any time contact our Central Office Team to share compliments, concerns and complaints about any aspect of our service.

Email: info@ICPNurseries.com

Ofsted

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 complaints 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. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

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

Safeguarding

If a child appears to be at risk, we follow the procedures of the Local Safeguarding Partnership. These procedures are outlined in our documents:

- Safeguarding children and child protection policy and procedures
- Safeguarding allegations against staff procedure

In these cases, both the parent and our setting are informed and our manager work with Ofsted or the Local Safeguarding Partnership to ensure a proper investigation of the complaint, followed by appropriate action.