



## **Policy statement**

We always endeavour to provide the highest quality care and education to children, and also exceptional customer service to all who have any involvement with our nurseries. This policy refers to 'parents' but also applies to other complainants.

We welcome 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 will always ensure any complaint is investigated with feedback given to the complainant within 28 days of a concern being raised.

## **Internal Complaints Procedure**

### **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 share their concerns with the child's key person, the room leader or room manager.

### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they should present their concerns in writing as a formal complaint to the Nursery Manager. The Manager will then investigate the complaint and report back to the parent (we aim to investigate any concerns, and respond to the parent within **10 working days, but always within 28 days**). The manager will document the complaint fully with any actions and outcomes on a Complaints Record. Nursery Managers inform the Senior Leadership team of any complaints received as part of their monthly reporting.

### **Stage 3**

If the parent remains unsatisfied with the investigation, actions and/or outcomes given by the Nursery Manager, parents will then be advised to contact:

Angelica de Assis (Chief Operating Officer) – [angelica.deassis@littleelmsdaycare.co.uk](mailto:angelica.deassis@littleelmsdaycare.co.uk)

Siu Nguyen (Head of Education) – [siu.nguyen@littleelmsdaycare.co.uk](mailto:siu.nguyen@littleelmsdaycare.co.uk)

The parent should email the Head of Education and Chief Operating Officer, sharing which nursery the concern relates to, the nature of the concern raised and specifically what they are dissatisfied with following any outcomes given by the Nursery Manager.

The concerns will be explored by the Chief Operating Officer & Head of Education alongside the Nursery Manager and the Chief Operating Officer & Head of Education will provide feedback to the parent within **10 working days** of the concern being escalated.

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parent will be advised 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 procedure, and information on how to raise concerns with Ofsted are available in the reception of each nursery (and is available within this policy). 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.

All complaints are recorded and updated by the Nursery Manager including any details of the investigation, outcomes and actions. This is recorded on a Complaints Record.

#### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

By post:

**Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD**

#### *Associated Documents:*

- *Complaints Record*