

# Complaints and Compliments Policy and Procedure



At Jo Jo's Day Care Nursery Limited we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the *Safeguarding Policy and Procedure*.

At Jo Jo's Day Care Nursery Limited we are committed to working in partnership with parents/carers and actively encourage comment and suggestions on how to improve our Nursery. In the event of a parent/carer having a complaint, the following procedure should be followed:

## **Complaints procedure**

### **Stage 1**

If any parent/carer should have cause for complaint 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 such as the room supervisor or the deputy manager.

### **Stage 2**

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory resolution, then these concerns must be presented to the nursery manager. The manager will then investigate the complaint and report back to the parent/carer. Any discussions made verbally with the parent/carer will always be witnessed by a senior member, to which the parent/carer will be notified. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

*(Most complaints are usually resolved informally at stage 1 or 2.)*

### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the manager, parent/carer and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions.

### **Stage 4**

In the event of a complaint not being resolved by this point, the Nursery will arrange a further meeting and invite an external mediator to the meeting. The external mediator will have no legal powers but may help to define the problem so far, review any actions taken and suggest further ways to resolve the disagreement. The mediator is likely to be a representative from the Pre-School Learning Alliance or An Early Years Advisory Teacher and will be agreed with the parent/carer before the meeting.

### **Stage 5**

If the matter cannot be resolved to their satisfaction, then parent/carer have the right to raise the matter with Ofsted.

Parents/Carers are made aware that they can contact the above in all stages of complaints and are given information on how to contact them. Contact information for Ofsted is provided in our parent packs and displayed on parent information boards.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response. All of the parties present at the meeting sign the record and receive a copy of it within 28 days of the meeting. This signed record signifies that the procedure has concluded.

Parents/Carers will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

All records from the stages above will be stored securely for ten years from the date the complaint was made.



**Contact details for the regulator:****Office for Standards in Education, Early Years Directorate (Ofsted).**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirement of the Early Years Foundation stage are adhered to.

The address and telephone number of our Ofsted regional centre is:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 4666

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

Online: <https://contact.ofsted.gov.uk/online-complaints>

**If you wish to make a complaint against a member of staff, speak to the Manager in the first instant. However you may contact the Owner of the Nursery.**

Jodine Grutzmacher

Main Line Telephone: 01227 361377

**Date Monitored:** 23<sup>rd</sup> September 2022

**Name:** Jodine Grutzmacher

**Signature:**

**Review Date:** September 2023

