



LITTLE FOOTSTEPS CHILDCARE

Complaints and Compliments

Our nursery believes that parents 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. This includes the use of your child's information and if you feel we have breached the General Data Protection Regulation.

In case of a complaint relating to child protection, please refer to the Safeguarding/Child Protection Policy.

Where parents/carers are not satisfied and feel their child is not receiving their funding in the correct way (as set out in the funding agreement and in early education and child statutory guidance for local authorities) a complaint can be submitted directly to Donna Nevill, Emma Spencer.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

When there is a concern around personal information and how this has been handled, if it is wrong, lost or shared without consent. Further guidance can be found here <https://ico.org.uk>

If your concern relates to the use of social media, Issues/concerns about the way in which the funding entitlement is offered please follow the complaints procedure below.

Complaints procedure

Stage 1

Informal: Concern to be addressed by key worker, room leader or Deputy Manager

If any parent 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 nursery owner manager (Donna Nevill) or Zoe Smith (Mattishall) This will then be discussed and if resolved recorded in the concern book.

Stage 2

Formal: Concern to be put into writing to Manager/Owner

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to a nursery manager. The manager will then investigate the



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complaint and report back to the parent within seven working days. 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

Formal: Manager/Owner to hold a documented meeting to address further

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the appropriate room leader to ensure that it is dealt with comprehensively. Should the complainant wish this to happen, the meeting must be requested within 14 days of receipt of the reply to the initial issue raised. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

Not Resolved: Inform Local Authority/Ofsted

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. If you cannot resolve the matter in this way, or there are safeguarding concerns, then Ofsted must be contacted on 0300 123 4666. With regards to funding concerns. The local authority **will** intervene where the complaint refers to Early Education and the funding entitlement offer is not complaint with legislation, other published stator guidance and government advice. The local authority will not intervene where parents choose to purchase additional hours of provision or additional services providing that this does not affect the parent's ability to take up their child's funded place.

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.

Parents 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.

Contact details for the regulator:

- Ofsted **0300 123 4666**

A copy of this policy is given to parents as part of the registration process. It can also be found on our website at www.littlefootstepsdereham.co.uk or available on request.