

Mrs Bonds Village Nursery

Complaints procedure

Statement of intent

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as Ofsted inspectors. A full procedure is set out in the Pre-school Learning Alliance publication 'complaints summary record' This publication acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

Any parent who is uneasy about an aspect of the nursery provision talks over, first of all, his/her worries and anxieties with the child's Key worker. Most complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the nursery manager. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

- For parents who are not comfortable with making written complaints, we can provide a template form, the form may be completed with the person in charge and signed by the parent.
- The nursery leader will store any detailed investigation of complaints in a locked filing cabinet in the office, available for relevant parties to have access to them.
- When the investigation into the complaint is completed, the nursery manager will meet with the parents to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the complaints summary record.

Stage 3

The parent requests a meeting with the nursery manager. Both the parent and the manager should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.

- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

When the

complaint is resolved at this stage, the summative points are logged in the complaints summary record.

Stage 4

- If at the Stage 3 meeting the parent and nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and

suggest further ways in which it might be resolved.

- Staff or volunteers within the Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the nursery personnel (the manager) 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 the 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 procedure has concluded.

The role of the Ofsted Early Years Directorate and the LADO

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 Statutory Requirements of the Early Years Foundation Stage are met.

- These details are displayed on our pre-school's notice board. If a child appears to be at risk, our nursery follows the procedures of the LADO and/or The Bromley Children's and Family Hub

- In these cases, both the parent and nursery are informed and the nursery Manager/DSL works with Ofsted or the LADO to ensure a proper investigation of the complaint followed by appropriate action.

Records

- A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of any complaints is recorded in the complaints summary record which is available for parents and Ofsted inspectors on request.

This policy was reviewed by Mrs Bonds village nursery on 25.9.25