

Complaints Procedure

Complaint's Procedure Policy

TOY BOX NURSERY

Toy Box is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is hoped that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

Stage 1

- Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Manager.
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded.

Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the Manager
- All complaints will be recorded in the Complaints Folder, which is a requirement of the EYFS.
- The Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within five working days.
- When the complaint has been investigated the Manager will notify the complainant of the outcome within 28 days of having received the complaint.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Owner and Manager
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints Folder.
- The signed record signifies that the procedure has concluded.

Stage 4

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- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED
Complaints Investigation and Enforcement Team (CIE)
National Business Unit,
Piccadilly Gate,
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

The Complaints Procedure and above details will be displayed **prominently** within the setting.

Parents may approach OFSTED directly at any stage of this Complaints Procedure.

In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve OFSTED, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children's Board. In these cases, the setting owner and Manager will work with OFSTED and/or the Local Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the Complaints Folder, which will be made available to parents and OFSTED Inspectors.

The Manager is responsible for managing complaints.

Signed on behalf of the setting by:

..... *Owner/Manager*

..... *Deputy Manager*

Date:

Review Date: