



Safeguarding and Welfare Requirement: Working in Partnership with parents and other agencies procedures

Staffing arrangements must meet the needs of all children and ensure their safety

Policy 5.2 – Complaints Procedure for Parents and Service Users

Policy statement

At **Impact Montessori Nursery**, we aim to provide a welcoming, caring and high-quality environment where children are safe, happy and supported to develop and learn.

We value positive relationships with parents and carers and welcome feedback about our service. We recognise that, from time to time, parents or service users may have concerns or wish to make a complaint.

We take all concerns and complaints seriously and will deal with them fairly, promptly and respectfully. Our aim is to resolve concerns at the earliest appropriate opportunity and use feedback to improve our practice.

This procedure applies to complaints made by parents, carers and other service users about the provision.

1. Raising a concern informally

Where possible, we encourage parents and carers to raise concerns initially with their child's key person, the relevant member of staff or the nursery manager.

Many concerns can be resolved quickly through an informal discussion.

Staff will listen carefully, seek to understand the concern and, where appropriate, take action to resolve it.

Parents will not be treated unfairly because they have raised a concern.

If the concern cannot be resolved informally, or the parent wishes to make a formal complaint, the formal complaints procedure below will be followed.

2. Making a formal complaint

Formal complaints should normally be made in writing to the Nursery Manager or Provider.

Nursery Manager: _____

Email: _____

Telephone: _____

The complaint should include, where possible:

- the nature of the complaint;
- relevant dates or events;
- the names of people involved, where known;
- any relevant supporting information or documentation; and
- the outcome the complainant is seeking, if appropriate.

Parents who require support to make a complaint, including because of a disability, language or communication need, should speak to the manager so that reasonable adjustments can be considered.

3. Acknowledgement

The nursery will acknowledge a formal complaint as soon as reasonably practicable.

The manager will explain the next steps and, where appropriate, provide an indication of when the complainant can expect a response.

4. Investigation

All written complaints relating to the nursery's provision or the way in which we are meeting the requirements of the Early Years Foundation Stage will be investigated fully.

The investigation will be conducted fairly and impartially.

Depending on the nature of the complaint, this may include:

- speaking with the complainant;
- speaking with relevant members of staff;
- reviewing records and documentation;
- reviewing policies and procedures;
- considering information from other relevant people; and
- taking appropriate professional advice where necessary.

Where the complaint concerns the Nursery Manager, the Provider/Owner will oversee the investigation.

Where a complaint raises a safeguarding concern, the safeguarding procedure will take priority and the matter will be referred to the Designated Safeguarding Lead and, where appropriate, external safeguarding agencies.

5. Outcome

The complainant will be informed of the outcome of the investigation **as soon as reasonably practicable and within 28 days of the complaint being received.**

The response will normally include:

- the findings of the investigation;
- whether the complaint is upheld, partially upheld or not upheld;
- any action taken or proposed; and
- any improvements or changes to practice considered necessary.

Where it is not possible to complete the investigation within 28 days because of exceptional circumstances, the complainant will be kept informed of the reason for the delay and the expected timescale for completion.

6. Appeal

If the complainant remains dissatisfied with the outcome, they may request a review of the decision in writing.

Appeals should be made to:

Provider/Owner: _____

Email: _____

The appeal should explain the reasons for dissatisfaction and, where possible, identify any information the complainant believes has not been properly considered.

The appeal will be reviewed by the Provider/Owner or another suitably independent person where appropriate.

The outcome of the appeal will be communicated in writing.

7. Complaints involving the Provider/Owner

Where a complaint concerns the Provider/Owner, the complaint will be dealt with by another appropriate person where possible.

Where the complaint raises safeguarding concerns or concerns about the suitability or conduct of an adult working with children, the appropriate safeguarding and/or Local Authority Designated Officer (LADO) procedures will be followed.

8. Safeguarding complaints

Complaints that raise concerns about the safety or welfare of a child will not be dealt with solely under the ordinary complaints procedure.

The concern will immediately be considered under the nursery's Safeguarding and Child Protection Policy.

Where necessary, the nursery will contact children's social care, the police, LADO, Ofsted or another relevant agency.

If a child is in immediate danger, the police will be contacted on **999**.

9. Complaints about staff

Where a complaint concerns the conduct or behaviour of a member of staff, the manager will determine whether the matter should be dealt with under:

- this complaints procedure;
- the staff disciplinary procedure;
- the safeguarding/allegations procedure;
- the low-level concerns procedure; or
- the LADO process.

Where appropriate, the nursery will seek advice before taking action.

10. Confidentiality and data protection

Complaints will be handled sensitively and confidentially.

Information will only be shared with those who have a legitimate need to know or where sharing is required or permitted by law.

Complaint records will be handled in accordance with the **UK GDPR, Data Protection Act 2018** and the nursery's Data Protection and Confidentiality Policy.

11. Record keeping

The nursery will maintain a written record of formal complaints, including:

- the date the complaint was received;
- the nature of the complaint;
- who investigated it;
- the investigation undertaken;
- the outcome;
- any action taken;
- any correspondence;
- any appeal and its outcome.

Complaint records will be retained securely for **at least three years**, in accordance with applicable Ofsted requirements.

A summary of complaints and actions taken will be made available to Ofsted if requested.

12. Continuous improvement

Impact Montessori nursery views complaints and feedback as an opportunity to review and improve our practice.

Where a complaint identifies an area for improvement, the nursery will consider what action is required and, where appropriate:

- update policies or procedures;
- provide additional staff training;
- improve communication;
- review practice;
- introduce additional safeguards; or
- monitor the implementation of changes.

13. Contacting Ofsted

Parents and carers have the right to contact Ofsted if they remain concerned that the nursery is not meeting the requirements of the Early Years Foundation Stage or if they have been unable to resolve their concerns directly with the nursery.

Ofsted

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

If a child is at risk of harm, parents should contact the local authority children's social care team or the police rather than relying on the complaints procedure.

14. Policy review

This policy will be reviewed at least annually or sooner if there are changes to legislation, statutory guidance or the requirements of Ofsted.

This policy was adopted by: Impact Montessori Nursery

Date adopted: _____

Date of next review: _____

Signed on behalf of the provider: _____

Name: _____

Role: _____

Signature: _____

Date: _____