

COMPLAINTS, COMMENTS & POSITIVE FEEDBACK

What this policy covers

This policy outlines the procedure of dealing with complaints, comments and compliments

At Katie's Kinder Care we believe that parents and children are entitled to expect courteous, prompt and careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided.

If for whatever reason you are not happy with the service you receive, we will aim to deal with your concerns professionally and promptly. To raise an issue or complaint, we would ask you to follow the procedure below:-

Complaints

Stage 1

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 child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager/email or phone call. The manager will then investigate the complaint and report back to the parent within three 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 will be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved a formal meeting should be held between the manager, parent 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. 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

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted, the details are:-

- Telephone number - 0300 123 1231
- enquires@ofsted.gov.uk
- The National Business Unit, Ofsted, 26-32 Store Street, Manchester, M1 2WD

A record of complaints will be kept in the nursery. 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 parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

In case of a complaint relating to Safeguarding Children, please refer to the Safeguarding Policy.

Comments and suggestions

We welcome any suggestions from parents on how we can improve our services and ask that you come and speak to us. We will also seek your views via parent evenings, parent questionnaires and informal chats. These will also be logged and stored in nursery.

Positive feedback

We also want to know when you have been pleased with either our service or an individual, and would ask you let us know by speaking to us directly or putting it in writing.

Complaints regarding Early Education Funding

Under the terms of our agreement with the council our complaints procedure also includes a procedure for parents / carers who are not satisfied their child has received their free entitlement in the correct way.

Stage One

If a parent / carer is not satisfied that their child has received their free entitlement, we first ask them to contact us so that we can provide them with a full breakdown of how their funding has been allocated. If this does not resolve their complaint we move to stage two.

Stage Two

We refer the parent / carer to the council, they are asked to send their complaint in writing to the Service Director for Learning and Early Support PO Box 1720, Huddersfield HD1 9EL or send an email to earlyeducation@kirklees.gov.uk The Council will investigate the complaint and provide a written response within a reasonable timeframe. If after this, the parent remains unsatisfied we move to stage three

Stage Three

If a parent is not satisfied with the way in which their complaint has been dealt with by the Council or believes the Council has acted unreasonably, they can make a complaint to the Local Authority Ombudsman (www.lgo.org.uk). Such complaints will only be considered when the local complaints procedures have been exhausted.

Please note that OFSTED will not investigate any complaint regarding the administration of Early Education Funding.

