**Complaints policy**

At Mereside Farm Children’s nursery we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We share all compliments with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our \*Safeguarding/Child Protection Policy.

**At Mereside Farm, we:**

* Always take complaints/comments seriously.
* Treat the individual fairly, with respect and dignity.
* Look to resolve the complaint as quickly and efficiently as possible at the earliest stage possible.
* Ensure that confidentiality is respected at all stages.
* Keep individuals informed at all stages especially if there is a delay.
* Aim to ensure that the complainant is satisfied with the process and outcome, including any remedial action taken.
* Inform them about what they can do if not satisfied with the outcome.
* Ensure that we learn from the complaint.

**Raising a concern**

If any parent should have cause for concern 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.

If you do not feel your issue/concern has been resolved, or feel it needs to come directly to management, please contact the nursery manager directly via the nursery telephone number – 0121 430 7113 or email [enquiries@meresidefarmnursery.co.uk](mailto:enquiries@meresidefarmnursery.co.uk) and we will respond to you as quickly as possible to discuss these concerns and find a resolution.

Concerns raised are logged to show that they have been discussed and responded to.

**Making a formal complaint**

If you wish to make a formal complaint to make, then please put this in writing addressed to:

Mereside Farm Children's Nursery Ltd

Peterbrook Road

Shirley

B90 1HZ

Or via the nursery email address: [enquiries@meresidefarmnursery.co.uk](mailto:enquiries@meresidefarmnursery.co.uk) stating that you wish to make a formal complaint.

**Following receipt of your formal complaint**

* We will email to confirm receipt of your complaint the same working day it has been received.
* We will then investigate the complaint in relation to the fulfilment of the EYFS requirements fully by all means available to us, for example, meeting with you, viewing CCTV footage, speaking to staff members, viewing relevant paperwork/records and consulting outside agencies where relevant.
* Once all information has been gathered We will respond to your complaint within a maximum of 28 days, but aim to respond within 5 working days.

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint’s procedure, and are given information on how to contact Ofsted.

Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery’s registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

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, outcomes 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; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

**Complaints regarding staff members conduct towards children.**

These will be responded to in line with our managing allegations procedures within our Safeguarding policy. **We will not investigate an allegation of abuse or discuss with the person involved until we have consulted the LADO.**

The registered provider will inform Ofsted of any allegations of serious harm or abuse whether the allegations relate to harm or abuse committed on the premises or elsewhere.

* Confirmation of the allegation in writing will be sought from the person making the allegation, but action will not be delayed whilst awaiting written confirmation.
* The recipient of the allegation will immediately inform the registered person.
* The Registered Person may delegate responsibility for action to the setting manager, but remains accountable for ensuring that the concern is sharedimmediately with the LADO on 01905 843 311
* The registered person or manager will telephone the LADO and if this is not possible, the Family Front Door.
* If the allegation is against the DSL or manager, it will be necessary to report the concern to the registered person. If this is not possible staff should inform the LADO directly.
* If the allegation is against the Registered Person, the DSL should inform the LADO immediately and notify Ofsted (or any relevant childminder agency)
* A note would be made of any actions advised by the LADO or by Ofsted and of the date and time they are implemented.
* The provider will conduct a risk assessment to determine whether the staff member should be suspended.
* Parents/carers will be informed unless to do so could put the child in further danger.

If no further action is recommended, we may still proceed with disciplinary procedures. If there are concerns about the suitability of the member of staff to continue to work with children, we have a statutory duty to refer to the Disclosure and Barring Service (DBS)

In all cases where an allegation against a member of staff is made, we will review relevant policies and procedures and address identified training/supervision needs.

Records of allegations will be retained until the alleged perpetrator reaches normal retirement age, or for 10 years if that is longer.

# REVIEWED AND REVISED: APRIL 2022

**REVIEW:** APRIL 2023