



Complaints Policy

Statement of intent

Mulberry Corner aims to provide to every child in their care the highest quality of education and care. We also aim to provide a warm and caring atmosphere within which all children can learn and develop as they play. We believe 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 setting and will give prompt and serious attention to any concerns about the running of our nursery. We hope that most concerns raised can be resolved quickly, in an informal manner, but if this does not achieve the desired result, we have a set of procedures for dealing with concerns, which are set out below.

Aim

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

Procedures

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over his/her concerns with their child's key person or a member of the nursery's management team (whichever is most appropriate). 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 this stage of the procedure by putting their concerns or complaint in writing to the nursery's management team.
- The management team shall conduct an initial investigation of the nature of the complaint and will ask the parent in to the nursery for a meeting to discuss their concerns in detail. Minutes of this meeting will be taken and circulated to all parties after the meeting.

- Following on from the meeting, if a conclusion has not been reached during the meeting, a detailed investigation will then be carried out into the complaint.
- When the investigation into the complaint is completed, the manager shall meet with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are recorded and circulated to all parties.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, the matter should be referred to an external mediator 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.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the nursery staff 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 4

- When the mediator has concluded her/his investigations, a final meeting between the parent, the management team and the owner 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 Ofsted

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is 03001231231. These details are also displayed on our nursery's notice board.
- Both the parent and setting are informed and the manager and owner of the nursery works with Ofsted to ensure a proper investigation of the complaint, followed by appropriate action.

The role of the Local Safeguarding Children's Board

- If a child appears to be at risk, Mulberry Corner follows the procedures of the Local Safeguarding Children's Board in our local authority.

- Both the parent and setting are informed and the manager and owner of the nursery works with the Local Safeguarding Children's Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- We keep a written record ("summary log") of any complaints that reach stage 2 and above and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request.
- The summary log shall include the date, the circumstances of the complaint and how the complaint was managed.