



## **Merry Poppets Nursery**

### **General Complaint Policy**

#### **Stage 1 – ‘The Informal Stage’**

Parents can raise a concern with a member of staff. A preliminary discussion about an issue can help a parent to clarify whether to make a complaint.

Most matters may be resolved straight away. If this is the case, no further action is necessary.

If there is not a satisfactory immediate solution, the concern should be treated as a complaint and written details taken.

The Nursery must make an initial enquiry to establish if there may be any substance to the complaint. The Nursery may wish to clarify any details from the complainant and others as appropriate.

Details of the date, name and contact address and phone number of the complainant should be taken. This should be given to the Nursery Managers immediately along with a brief outline of the issue. Parents should be offered help with recording their complaint by a senior member of staff in the Nursery. The complainant should be made aware of the next step.  
See attachment (a)

#### **Stage 2 – ‘The Formal Stage’**

Having received a written complaint, the Nursery should contact the complainant within 2 nursery days to acknowledge receipt and explain the process.

The Nursery must keep written records of meetings, telephone conversations and other documentation and complete the investigation within 5 working days. If this is not possible for any reason the complainant should be told of the new time scale.

The Nursery must now carry out formal investigation gathering evidence in respect of the allegations having first ensured that the member of staff involved has been advised to speak to their professional association.

Once all the relevant facts have been established the Nursery must meet the complainant to attempt to resolve the matter.

A written response including a full explanation of the decision and the reasons for it should be given. This must include what action the nursery will take to resolve the complaint if appropriate.



### **Stage 3 - 'The Formal Hearing Stage'**

Having received a formal complaint the Nursery should send an acknowledgement within 5 working days explaining the steps which will then follow. The complainant should be invited to contact the Nursery in order to establish a suitable date and time for the hearing, this date to be subsequently confirmed in writing by the Nursery. It is the responsibility of the Nursery to ensure the procedure keeps to time and that all the relevant papers are made available. . The complainant should also be advised of the right to be accompanied to the meeting by a representative.

The aim of the meeting must be to try to resolve the complaint and achieve reconciliation between the Nursery and the complainant.

The Nursery must ensure that the proceedings are as informal as possible but for the sake of clarity minutes will be taken and a procedure followed.

The recommended conduct of the meeting should be as follows:

1. The Nursery welcomes the complainant, introduces individuals and explains the procedure.
2. The complainant is invited to explain the complaint and may then be questioned by the Nursery.
3. The Nursery is then invited to make a statement in response to the complaint and may be questioned by the complainant.
4. The complainant will be invited by the Nursery to make a final statement and the same courtesy should be extended to the Nursery.
5. The Nursery will then bring the hearing to a close and invite all other parties to withdraw. The Nursery will then consider the evidence presented and **MUST**
  - (a) Reach a decision on the complaint and the reasons for it
  - (b) Decide upon the appropriate action to be taken to resolve the complaint
  - (c) Where appropriate, recommend changes to the nursery's systems of procedures to ensure complaints of a similar nature are not made in future.

The minutes of the meeting should be kept on file.

### **Early Years Foundation Stage (EYFS) Complaint**

Parents will be informed of how to contact Ofsted if they believe the setting is not meeting the EYFS requirements. These complaints will be investigated and have reached an outcome within 28 days of receiving the complaint.



**The Nursery MUST contact Ofsted and Parents are welcome to contact them on the following address;**

**OFSTED  
Piccadilly Gate  
Store Street  
Manchester M1 2WD Telephone 0300 123 1231**

### **REVIEWING THE POLICY**

The Policy will be reviewed every year unless a change in legislation necessitates a shorter review period or there are changes in the activities or personnel of the Provision that require changes to be made.