

# Complaints & concerns procedure

## **Introduction**

The management and staff of Footsteps Day Nursery & Pre-School will always endeavour to work in partnership with parents to meet the need of all the children in our care. However, if you do have a complaint then we encourage parents to discuss this with the manger or deputy manager as soon as possible.

This document describes the process and procedure for dealing with complaints raised by parents or carers.

This document is made available to all parents upon admission to nursery.

Parents are welcome to discuss any concerns or issues with the management at any time and we encourage input in to any aspect of the nursery.

## **The procedure**

When a member of staff receives a complaint the manger must be informed. If the complaint is about the manager then the registered person should be informed.

Normally the manager will arrange to discuss the issues with the parent/carer in confidence to ascertain the nature of the complaint and an appropriate course of action to be taken. If the complaint is a safeguarding issue there will be a change to the procedure. Please see the Safeguarding Policy for further information.

A written record of the complaint will be completed. This will cover:

- Summary of the nature of the complaint
- Details of any action taken
- Outcome of the investigation

## **The investigation procedure**

Following initial review of the complaint by the manager, confidential interviews will be conducted with all parties concerned and logged.

In the event of a complaint that related to safeguarding the safeguarding policy will be followed and we will follow the Buckinghamshire Safeguarding Children Board.

All other complaints will be reviewed by the manager and the registered persons and appropriate action is taken.

We will provide a summary on request to any parent/carer.

We will provide and account of the complaint to the parent concerned within 28 days.

We will retain these records for 10 years and these will be available to Ofsted at any time.

The complaints folder is available to all parents to view upon request.



At anytime the complainant can discuss the issue further with our regulator, Ofsted:

Telephone: 03001231231

Or write to:

The National Business Unit,  
Ofsted,  
Piccadilly Gate,  
Store Street  
Manchester, M1 2WD