



Complaints Policy

Our Aim

Westlands Nursery aims to achieve the highest standard of care and education for children and to promote a positive partnership with families, however, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Our setting believes children and parents are entitled to expect courtesy and prompt, careful and serious attention to any concerns that they may have. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures, as outlined below, for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Making a complaint

Parent/carers may approach Ofsted directly at any stage of this complaints procedure (EYFS statutory framework 3.75). 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 National Standards for Day Care are adhered to.

Ofsted contact number: 03001231231 EY registration number: EY426595

At each stage, clarification of exactly who will be involved, what will happen and how long it will take must be communicated. There may, on occasion, be the need for some flexibility - for example, there may be a need for further meetings between the complainant and the member of staff directly involved or further investigations may be required by the Executive Headteacher/Headteacher/Head of School/ Nursery Manager.

<p>Stage Three Complaint Director of Primary/Director of Secondary</p> <p>Complaints very rarely reach this formal level but should you need to, you may make a formal complaint via the Trust Governance Officer to the Director of Primary / Director of Secondary</p>	<p>If the complaint is not resolved following the response from the Executive Headteacher/Headteacher/Head of School then the complaint should be made in writing within 10 school days of the decision at Stage 2 for the attention of the Director of Primary/Director of Secondary via the Trust Governance Officer at Ashdown House. Receipt will be acknowledged within 5 school days. The Director of Primary/Secondary reserves the right to appoint a member of the Trust's Senior Executive Team to investigate the complaint at this stage. The outcome of the investigation will be communicated within 15 school days with a full explanation of the decision and the reason for it as well as any action taken.</p>
<p>Stage Four Final Complaints Stage Appeal Hearing of the Trust Complaints Panel</p> <p>Complaints at this stage should be made via the Trust Governance Officer for the attention of the Chief Executive Officer</p>	<p>Complaints at this stage should be written and received by the Chief Executive Officer (CEO) within 10 school days of the decision at Stage 3. The complaint should be addressed to the CEO via the Trust Governance Officer at Ashdown House and should set out why you remain unhappy and what you wish to see happen. This will be acknowledged within 5 school days. A Complaints Panel will be convened within 20 school days. None of the members of the Complaints Panel will have been directly involved in any previous consideration of the complaint. One of the members of the Complaints Panel will be independent of the management and running of the Trust.</p>

In the event of a parent/carer making a complaint about a member of staff or an incident, we would follow the following guidelines.

- Speak to a member of staff or directly to management giving as much information as possible.
- If it is discussed with a member of staff, then they will report the complaint to the manager/deputy manager and complete a complaint form immediately.
- The complaint will then be investigated, and an action plan will be drawn up to address the issue.
- Once made aware of the complaint, the manager must record the complaint and file away.

Should parents/carers feel they cannot speak to a member of staff; the complaint can be written and sent to the manager/deputy manager directly.

