



# **Complaints Policy**

### <u>Our Aim</u>

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.

The following stages are likely to be sufficient:

Stage One Informal	If a parent/carer is concerned about anything to do with the education being provided at a Trust school / Nursery they should, in
Expression of concern made to the school	the first instance, discuss the matter with the member of staff concerned. In our experience most matters of concern can be resolved positively in this way. All staff work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress. Most issues can be resolved quickly. Members of the school's Senior Leadership Team/ Nursery Manager may be involved at this stage without the need for a formal complaint.

#### Formal

Stage Two Complaint	A formal complaint should be made in writing by completing the
	Complaint Form for the attention of the Executive
Complaint raised formally in	Headteacher/Headteacher/Head of School/Nursery Manager via
writing to the Headteacher/Head	the school/Nursery office. Receipt will be acknowledged within 5
of School	school days. The Executive Headteacher/Headteacher/Head of
	School reserves the right to allocate the investigation to another
	member of the Senior Leadership Team where deemed
	appropriate. An appointment will be made to meet within <b>7 school</b>
	days.
	All complaints are taken seriously and most complaints are
	normally resolved at this stage. The outcome of the investigation
	will be communicated within <b>15 school days.</b> This will be in the
	form of a written response, with full explanation of the decision
	and the reason for it, as well as any action taken. If the
	complaint is about the Executive
	Headteacher/Headteacher/Head of School the matter should
	be referred to the Director of Primary/Director of Secondary
	via the Trust Governance Officer at Ashdown House. If the
	complaint is about the Nursery Manager, it should be referred
	to the Head of School at Westlands Primary School.
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Stage Three Complaint Director of Primary/Director of Secondary 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	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 <b>10 school days</b> 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 <b>5 school days</b> . 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 <b>15 school days</b> with a full explanation of the decision and the reason for it as well as any action taken.
Stage Four Final Complaints Stage Appeal Hearing of the Trust Complaints Panel Complaints at this stage should be made via the Trust Governance Officer for the attention of the Chief Executive Officer	Complaints at this stage should be written and received by the Chief Executive Officer (CEO) within <b>10 school days</b> 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 <b>5 school days.</b> A Complaints Panel will be convened within <b>20 school days.</b> 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.

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.

## DUTIES AS AN EMPLOYER AND EMPLOYEE

Employers have a duty of care to their employees. They should ensure they provide effective support for anyone facing an allegation.

It is essential that any allegation of abuse made against a member of staff or volunteer in the nursery is dealt with very quickly, in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

Policy Adopted by LGB: Adopted by Westlands Nursery – to be taken to LGB July 2021

**Policy Review Date: September 2021**