

Orchard House Complaints and Compliments Policy.

At Orchard house we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy, and respect always.

We always hope that parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to our practitioners concerned and/or management. We record all complaints and share these with our team of practitioners.

We welcome any suggestions from parents on how we can improve our services, and we will give prompt and serious attention to any concerns that our parents may have. Concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all the children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we will follow our Safeguarding children and child protection policy.

Internal complaints.

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person, a senior member of staff or room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The nursery manager (Donna Bachelor) will investigate the complaint in relation to the fulfilment of the EYFS

requirements and report back to the parent within 7-10 days. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaint's logbook.

We aim to ensure that most complaints are dealt with and resolved within stage 1 and 2.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent, and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree to it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter to Ofsted. Parents are made aware that they can contact Ofsted whenever they have a concern, including at all stages of the complaint's procedure, and information on how to contact Ofsted is displayed in the setting. Ofsted is the registered authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirement of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date, and time the complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will only be accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request. We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Ofsted

Email enquires@ofsted.gov.uk

Telephone 0300 123 1231

By post

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents of children attending on a regular basis.

15th August 2024

Review 15th August 2025

Donna Bachelor

