

Complaints Policy

September 2020

Complaints Policy and Procedure

'At Little Lancing we accept, promote and engage with the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.'

We operate an active complaints system to ensure that all staff, visitors, parents and children are able to give the setting constructive feedback. Our complaints procedure addresses anyone who feels dissatisfied or discriminated against. In the first instance any complaints should be directed to the Nursery Manager.

We acknowledge all complaints and deal with each as appropriate. Verbal/written complaints are fully investigated and responded to within 28 days. Anonymous complaints are also investigated and all information is recorded.

We have a formal reporting system that supports the setting to keep accurate logs of any complaints we receive. The report log enables us to gather the information needed to begin an internal investigation.

After the completion of an investigation, a response will be sent to the complainant either in writing or in person within 28 days of the initial complaint. Where the setting needs additional time to investigate, a further holding letter will be sent to the complainant.

A summary of the complaint and the actions are taken will also be recorded on the Ofsted provider complaints record. In some instances, Little Lancing will contact Ofsted to inform them of the complaint.

If you feel that the outcome of your complaint is unsatisfactory via the complaints procedure and you feel unable to discuss it further with the Nursery Manager, you can contact either:

Heather Beeby, Head, Lancing College Preparatory School at Worthing, Broadwater Manor Road, Worthing, West Sussex BN14 6HU or email hbeeby@lancing.org.uk or 01903 201123

or

Tops Day Nurseries Head Office at 744 Christchurch Road, Bournemouth, Dorset, BH7 6BZ or admin@topsdaynurseries.co.uk or 01202 551553.

If the concern is about the registration of the provider Ofsted can be contacted on 0300 123 1231 or in writing to The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

Ofsted will view the complaint file on every inspection.

Author:	RM
Created:	September 2019
Reviewed:	09/20
Updated:	-
Next Review:	September 2021

Annex: Provider complaints record and how to complete the complaints record

Provider complaints record

Date of complaint		
A: Source of complaint		
Parent (in writing, including email) Parent (in person) Parent (phone call)		Staff member Anonymous Ofsted Other (please state)
B: Nature of complaint (Please tick all welfare requirements that the complaint relates to)		
Safeguarding Information and communication Premises and security Outings Equal opportunities Medication Illness and injury		Food and Drink Smoking Behaviour Management Safe recruitment Risk assessment Organisation Documentation
Please give details of the complaint:		

¹ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

C: How it was dealt with		
Internal investigation		
Investigation by Ofsted		
Investigation by other agencies		
(please state)		
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
D: Actions and outcomes		
Internal actions		
Actions agreed with Ofsted		
Changes to conditions of registration		
Other action taken by Ofsted		
No action		
Actions imposed or agreed with other agencies		

Please give details:

Has a copy of this record been shared with parents? **Yes** **No**

Is a Risk Assessment review required based on this incident? **Yes** **No**

Enter the date this record is shared with your Line Manager:

Name of recorder:

Outcome notified to
parent: (within 28 days)¹

Date:

Position:

Name:

Signature:

Date Completed:

NURSERY USE ONLY

Policy or procedure change or update made as a result of this complaint;

Change made by:

Date:

¹ Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.

How to complete the complaints record

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

A. Source of complaint

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

B. Nature of complaint

The record is intended only for complaints relating to the welfare requirements. You must record here one or more welfare requirements to which the complaint refers. If you are unsure you should refer to your EYFS guidance in your pack. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

C. How it was dealt with

You must provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records
- who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- Any referrals you made to an external agency, for example, local authority environmental health departments or social services.

D. Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

- any action(s) identified by you
- any actions set or taken by Ofsted
- any action taken by another external agency, where you have their permission to do so
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer to the HR department.

You must share an account of the findings of your investigation and the action if any, that you took or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.

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Created:	September 2019
Reviewed:	09/20
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