

# **Birdwood Complaints Procedures**

## **1. Policy statement**

The nursery aims to provide the highest quality care for all the children in our care. This is our paramount concern and focus. We believe that children and parents are entitled to receive courtesy and prompt, safe and careful attention to their needs and wishes.

We aim to work closely with the parents/carers in order to constantly improve our care and the service that we provide. We will give prompt and serious attention to any concerns the parents/carers have about the team and how we operate.

We hope that most of the concerns raised will be resolved quickly by an informal approach with the appropriate member of staff, and that these concerns are resolved as soon as possible. If, however, the informal approach does not achieve the desired result or in fact the informal process is not the appropriate process to undertake, we have a clear and transparent formal procedure for dealing with your concerns.

## **2. Procedure**

### **2.1 Informal process**

In the first instance you should raise your concern with the child's key worker or Deputy Nursery Manager. They will work with you on a confidential basis to clarify the issue, investigate where necessary, and from there, hope to resolve any issue that you have raised and where appropriate take action to correct the identified issue.

### **2.2 Formal process**

#### **Stage 1**

If you are not satisfied with the response of the informal stage or if you have a concern that you believe is too serious to be raised in an informal process, then you need to speak with the Deputy Nursery Manager. The Deputy Nursery Manager will confirm whether the issue is to be dealt with in the informal or formal process.

We request that you make the complaint in writing or via email to [admin@birdwood-nursery.co.uk](mailto:admin@birdwood-nursery.co.uk).

The Deputy Nursery Manager will meet with you to discuss your complaint and carry out an investigation into the issues you have raised, where appropriate.

The Deputy Nursery Manager will write to you to confirm the outcome of the formal complaints process. This will be within 28 days of the first meeting with you.

## **Stage 2**

If you are not satisfied with the response of the formal complaints procedure (stage 1) you should write to the Nursery Manager outlining the reasons for your dissatisfaction.

The Nursery Manager or their nominated deputy will investigate your complaints against your reasons for dissatisfactions. Where appropriate, the investigating officer may be required to meet with you to understand the matters you are raising.

After completion of the investigation the Nursery Manager, or their nominated deputy, will write to you to confirm the outcome of the investigation. This will be within 28 days of receipt of the complaint.

This is the final stage of the complaint process with the Nursery.

### **The role of Office for Standards in Education, Early Years Directorate (OFSTED) and Local Safeguarding Children Board**

Parents and carers are able to approach OFSTED directly at any stage of this complaints procedure. If they feel there has been a breach of the nursery's registration requirements, it is essential to involve OFSTED as they are the registering and inspections body who have a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

**To complain about a childcare provider, you can contact OFSTED at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.**

If a child appears to be at risk, we will follow the procedures of the Local Safeguarding Children Board for our local authority as we are required to do so. In these cases, both the parent and nursery are informed, and the Child Protection Officers/Childcare Services Manager and the nursery's Designated Safeguarding Lead will work with OFSTED or the Local Safeguarding Children Board to ensure a proper investigation into the complaint, followed by the appropriate action.