

Green Lane Nursery

45-47 Green Lane, New Malden
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COMPLAINTS PROCEDURE

Statement of Intent

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns about the running of the Nursery. 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 for dealing with concerns.

Aim

We aim to bring all concerns about the running of our Nursery to a satisfactory conclusion for all the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to OFSTED inspectors. A full procedure is set out in the Pre-school Learning Alliance publication 'Complaints Summary Record'. This publication acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the nursery's provision firstly talks over his/her worries/any anxieties with the Nursery Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage 2 of the procedure by putting the concerns or complaint in writing to the nursery manager.
- The Nursery store written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Nursery manager may wish to store all information relating to the investigation in a separate file designated for the complaint.
- When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the manager, Giovanna Hasham. The parent should have a friend or partner present if required.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and Green Lane Nursery cannot reach an agreement, an external mediator is invited to help to settle the complaint. This person will be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pre-school Learning Alliance will be invited to act as mediators.
- The mediator keeps all discussions confidential. He/she can hold separate meetings with the Green Lane Nursery manager and the parents, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and any advice he/she gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parents and the Manager will be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

- A record of this meeting, including the decision on the action to be taken, is made. Everyone presents at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

- Parents may approach Ofsted directly at any stage of this complaints procedure. 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.
- If a child appears to be at risk, Green Lane Nursery follows the procedure of the Area Safeguarding Children Committee in our local authority.
- In these cases, both the parent and setting are informed and the Nursery Manager works with Ofsted or the Local Safeguarding Children Committee to ensure a proper investigation of the complaint, following by appropriate action.

Records

- A record of complaints against Green Lane Nursery and/or the children and/or the adults working in the Nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

Reviewed on: 01/07/2023