

# Concerns, Compliments and Complaints Policy

## AIM

**To be available and approachable to listen to concerns and complaints from all parents and carers. To deal fairly and promptly with any concern or complaint.**

- The owner will be responsible for managing complaints
- Parent/Carers are made aware that all policies and procedures are available for them to read
- Concerns or complaints are first dealt with by an informal discussion with key person and manager and is recorded in writing
- We would ask for formal complaints to be put in writing and addressed to the owner – Bryony Creed.
- If the complaint relates to one or more of the welfare requirements or conditions of registration they will be investigated and the parent/carer will be provided with an account of the findings and any action taken as a result within 28 days
- The owner will acknowledge the complaint within a week, in the first instance arrange a meeting
- If the complaint is about the manager the owner will take responsibility to deal with this
- If the complaint has an affect on the setting, the owner will share the complaint (if appropriate) with parents/carers by letter
- Complaints will be recorded in the orange book (summary complaints book)
- Depending on the severity of the complaint, the owner will inform Ofsted about the complaint by telephone and then in writing immediately
- If the complaint has child protection implications this will be reported to the setting's Designated Safeguarding Lead and the deputy Designated Safeguarding Lead and Surrey Safeguarding Children Board guidelines will be followed (staff refer to child protection card)
- Concerns are recorded in the concerns book (kept in locking file). Discussion with parent/carer and key person will determine a strategy to work to. A signature from parent/carer will be required
- Written compliments received will be placed in a scrap book where they can be shared by everyone. They will also be shared with staff at the regular staff meetings
- We have a suggestion/complaints box located in kitchen on the parent's noticeboard and we welcome suggestions at any time

## **MAKING A COMPLAINT TO OFSTED**

Any parent/carer can at any time submit a complaint to Ofsted regarding any aspect of this setting.

Ofsted: [www.ofsted.gov.uk](http://www.ofsted.gov.uk), tel: **0300 123 1231**

Piccadilly Gate, Store Street, Manchester, M1 2WD

## **RECORDING A COMPLAINT – STAFF INFORMATION**

If a complaint is made we will record it in the following format –

- the nature of the complaint
- the action taken initially
- any action taken later
- the person responsible for investigating the complaint
- the timescale
- a review of the effectiveness of the action taken
- who gets a copy of the complaint record including a written record of the outcome
- how to provide parents with the name, address and telephone number of Ofsted