

# COMPLAINTS PROCEDURE POLICY

We hope that you are happy with the service that we provide but appreciate there may be times when you may not feel we are offering you and your child the service that you require. The following guidelines are set out so that you understand the process to take when making a complaint.

## Procedure:

We hope that you will feel able to discuss any concerns or issues that you may have with the Manager directly. If you would rather not talk in front of your child then we can arrange a more convenient time, for example when all children have left the setting. If we cannot resolve the matter, then a formal complaint in writing to the provider is the next step. The provider must carry out an investigation and must tell you the outcome of the investigation. If the complaint is about the Manager or Deputy Manager, the complaint should be addressed to the Owner of the Nursery. This must be done within:

28 Days of receiving the complaint if they are registered on the Early Years register or,

28 days of receiving your complaint if they are registered on the Childcare register.

If a resolution is not possible with regular updates on the progress of the investigation.

Once the investigation is complete, the nursery will inform the complainant of the outcome in writing or person. If the complaint is upheld, the nursery will outline the actions taken or to be taken to address the issue. The nursery will also seek feedback from the complainant on the handling of the complaint and any suggestions for improvement. If you are not satisfied with the response, or your concern relates to a matter you cannot discuss with your provider, you can contact Ofsted directly. All providers must keep a record of all complaints made.

Ofsted looks into every complaint made by a member of staff of a registered setting who wishes to be anonymous, or any complaint that suggests a child is at risk of harm. However, Ofsted asks providers to investigate and report back to them, on any other anonymous complaints if they suggest a provider is failing to meet the requirement of registration.

The nursery will review all complaints received to identify any recurring issues or areas for improvement in its policies, procedures, or practices. All complaints will be handled with discretion and confidentiality, and information will only be disclosed to those who need to be involved in the investigation and resolution of the complaint. This policy will be reviewed annually to ensure that it remains current and effective, and any necessary updates will be made in accordance with changes in legislation or best practice.

## Code of Practice

Ofsted should be sent information that the person complaining has, this will be the letter that was sent to the provider and any outcomes that have been recorded for the outcome of the investigation.

The provider has the right to appeal any decision to suspend their registration, to change, add, or remove a condition of their registration, or to cancel their registration. A provider can resign their registration at any time unless we have written to tell them that we intend to cancel their registration. This includes when they are suspended.

All contact information is below, for any questions or complaints to be made.

If you feel that you are unable to talk to us or that after talking, the matter remains unresolved then you can talk in confidence to:

# COMPLAINTS PROCEDURE POLICY

Local Council (For safeguarding) - Social Care Team – [0300 126 7000](tel:03001267000) (Option 1 then 2) or email: <mailto:CFSS@NCTrust.co.uk>

Police: (For criminal behaviour) - Call [101](tel:101)

Information Commissioners Office - (Data Protection) - [0303 123 1113](tel:03031231113)

Equality Advisory and Support Service (Discrimination) - [0808 800 0082](tel:08088000082)

Redundancy Aid – [0800 138 1111](tel:08001381111)

If you wish to make a formal complaint, then you can contact Ofsted on [0300 123 1231](tel:03001231231)

Ofsted can also be contacted through their general helpline for anything else you may need to know.

Address: Piccadilly Gate, Store Street, Manchester M1 2WD

Email: <mailto:enquiries@ofsted.gov.uk>

## Related Policies and Documentation

- [Behaviour Policy](#)
- [Suspension & Exclusion Policy](#)
- [Physical Intervention policy](#)
- [Child Protection Policy](#)
- Safeguarding Policy

Policy approved by

(Management of Happydayz Nursery)

Review date

Happydayz Nursery (Northants) Ltd, St. Marks Church, 142 Queensway, Wellingborough, Northamptonshire, NN8 3SD

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