



Abbotswood Day Nursery Ltd, Cupernham Lane, Romsey, SO51 7LF
Tel: Main office: 01794 523686 Email: office@abbotswooddaynursery.co.uk
www.abbotswooddaynursery.co.uk

Complaints Policy and Procedure

Abbotswood Day Nursery is committed to providing excellent customer service and care to all families, professionals and visitors attending the setting.

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We understand we may not always get it right and individuals may not be satisfied by the service and care we are providing and will ensure to take all complaints seriously within a timely manner.

The intent of this policy is:

- Outline to anyone dissatisfied with a service provided at the Nursery, the process to follow when making a complaint.

This Policy identifies the Early Years statutory requirement that:

‘Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome’.

The complaint procedure is not limited to parents/carers of children attending the setting but also any person including members of the public, visitors and professionals who are dissatisfied with any element of the service and care we provide.

The difference between Complaints and Concerns

A complaint may be defined as *‘an expression of dissatisfaction however made, about actions taken or a lack of action’*.

A concern may be defined as *‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’*.

It is in everyone’s interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint’s procedure. Abbotswood Day Nursery takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

How to make a complaint

A complaint can be made in person, via telephone (01794 523686), via email (office@abbotswooddaynursery.co.uk) or via post (Abbotswood Pre-school and Day Nursery Cupernham Lane, Romsey, SO51 7FL)

A complaint should be made to a member of the management team and not discussed with other staff members.

If the complaint involves a member of the management team, please contact the Director Lou Simmons (lou@abbotswooddaynursery.co.uk).

For ease of use, a template complaint form is included in this procedure as Appendix 1. If you require help in completing the form, please contact the office team.

How we will manage complaints:

- All complaints are managed confidentially.
- We will handle all complaints fairly and honestly regardless of who is making the complaint.
- All complaints will be responded to promptly.
- All complainants will be kept informed of the progress of their complaint and of any delays.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Nursery Director will make an executive decision to whether the complaint warrants an investigation.

Resolving complaints

At each stage in the procedure, Abbotswood Day Nursery wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review nursery policies in light of the complaint
- an apology.
-

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Complaint's process

Stage One

Initially a complaint is to be made in person, via telephone or in writing/email (preferably using the Complaints Form)

The management team will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 1 working days. Within this response, the management team will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The management team can consider whether a face-to-face meeting is the most appropriate way of doing this.

During the investigation, the management team will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the management team will provide a formal written response within 3 working days of the date of receipt of the complaint. This will be recorded on a complaint summary form (see appendix 2).

If the management team is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Abbotswood Day Nursery will take to resolve the complaint.

The complaint must be logged on the complaint log sheet. (see appendix 3).

The management team will then advise the procedure to follow if the individual is dissatisfied with the outcome of stage one.

Stage Two

If the individual is not satisfied with the outcome of the stage one investigation, they are to contact the Director Lou Simmons (lou@abbotswooddaynursery.co.uk) within 5 working days of receiving the stage one outcome.

The director will acknowledge receipt of the complaint within 3 working days. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Director will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 5 working days of receipt of the Stage 2 request. If this is not possible, the Director will provide an anticipated date and keep the complainant informed.

During the meeting all evidence of the investigation will be discussed and an understanding of why a stage two procedure has been required following the stage one outcome.

Additional measures may be suggested to resolve the issues if deemed necessary and an action plan created.

Different roles during the investigation

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible.
- co-operate with the Nursery in seeking a solution to the complaint.
- respond promptly to requests for information or meetings or in agreeing the details of the complaint.
- ask for assistance as needed.
- treat all those involved in the complaint with respect.
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent, and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved.
 - interviewing staff and children and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information relevant to the complaint
- liaising with the complainant as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning.
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting.
- ensure that any papers produced during the investigation are kept securely pending any appeal.
- be mindful of the timescales to respond.

Complete a complaint summary sheet that sets out the complaint, documents the investigation and identifies solutions and recommends courses of action to resolve problems.



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The management team or director will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Next Steps

If you are still not happy about the outcome and the way the complaint or concern has been dealt with, and have a concern about how the Nursery is meeting The Early Years Foundation Stage requirements, you are able to independently complain to OFSTED our official regulating body.

Ofsted Early Years Helpline: 0300 123 1231

A record of all complaints must be made available to OFSTED upon request.

This policy was adopted on	Signed on behalf of the nursery	Date for review
14/04/2023	Roxanne Gregory	09/02/2024



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Complaint Form – Appendix 1

Please complete and return to: **Roxanne Gregory or Daisy Stratton** who will acknowledge receipt and explain what action will be taken.

Your name:
Child's name (if relevant):
Your relationship to the Child (if relevant):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the school about it.



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What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:



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**Complaint Summary Form – Appendix 2 – To be completed by
Abbotswood Day Nursery**

NAME OF RECORDER:		PARENTS/CHILD'S NAME	
POSITION:		DATE OF COMPLAINT:	
SIGNATURE:		DATE RESOLVED:	

COMPLAINT:

Source of complaint

Nature of complaint

INVESTIGATION:

Fact finding, what have you done to investigate the complaint?



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ACTIONS AND OUTCOME:

What was found and what preventative measures have been put in place?

Complaints timeline (Decisions made and information shared)

Date/approx. time	Person contacted	Information shared and decisions made	By whom



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Complaints Log – Appendix 3 – To be completed by Abbotswood Day Nursery

<u>Number Log</u>	<u>Complaint</u>	<u>Date</u>	<u>Parent/carer name</u>	<u>Complaint summary</u>	<u>Action taken and outcome</u>	<u>Date of resolution</u>

Registered address: Suite 204, Warner House, 123 Castle Street, Salisbury SP1 3TB
Company number England and Wales - 06888974
OFSTED unique reference number - EY448922