**COMMENTS, COMPLAINTS AND COMPLIMENTS PROCEDURE**

We believe children, families and staff are entitled to expect courtesy as well as prompt attention to their needs. We work in partnership with families and the community, and welcome their compliments, comments and concerns. A copy of the Ofsted parent’s poster is displayed in the main entrance. Our policies, complaints book and compliments book are located in the hallway. These records will be retained on file for 10 years from the date on which the record was made.

Complaints made in an informal approach to a member of staff can usually be resolved quickly to the satisfaction of all parties. However should there be the need to make a formal complaint, in writing or in an electronic form, than the following procedure will apply.

**How to complain**

1. **Discussion with keyperson-** In the first instance families should discuss any concerns, with their child’s key person.
2. **Discussion with the management team-** Should this not resolve the issue then we invite the parent to speak to the management team.
3. **Meeting with the management team-** If either party remains dissatisfied with the outcome then the parents/carers will be invited to meet with the Management team. Both the parents and the management team are able to bring a friend, relative or colleague, if required, and an agreed written of the discussion will be made.
4. **In writing to the owners**- If the management team are unable to bring about a satisfactory outcome within 28 days, or if the problem reoccurs, the parent should put the concerns or complaint in writing to the proprietor, Mark Ryalls. All complaints received in writing or in an electronic form are investigated and logged in our complaints folder, which is available for Ofsted to view at any time. Mark will reply, in writing, providing an account of the findings and of any action taken as a result within 28 days.
5. **External Mediation-** If the matter still remains unresolved, the family and the nursery are unable to reach an agreement, it might be helpful to invite an external mediator, who is acceptable to both parties, to 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. The mediator will keep all discussions confidential, and will keep written record of any meetings that are held and of any advice they have given. The involvement of a mediator represents the final stage in the internal complaints procedure.
6. **The role of the registering authority-**In some circumstances, it will be necessary to bring in the registering body, Ofsted. Ofsted can be involved if a child appeared to be at risk or where there seemed to a possible breach of registration requirements. In these cases both parent and nursery would be informed, and Ofsted will lead an investigation.

Should you wish to contact **Ofsted** the number is **0300 123 123 1**

Alternatively you can contact **LADO**, a local authority who are responsible for managing and overseeing concerns, allegations or offences relating to staff and volunteers in any organisations across the local authority. Our local officer is Amanda Glover, is contactable through **SPOA** (single point of advice) on **01323 464222**

Policy revised October 2019 Lisa Gray