

COMPLAINTS AND COMPLIMENTS PROCEDURE

At Hopes and Dreams Nursery School, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the Nursery School.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding and Child Protection Policy.

Internal complaints procedure

Informal Stage

If any parent should have cause for concern or any queries regarding the care or early learning provided by the Nursery School, they should in the first instance take it up with the child's key person, a Senior Nursery Practitioner or Nursery School Manager.

Formal Stage

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery School Manager. The Nursery School Manager will meet with the parents to fully understand the nature of their complaint and will then investigate the complaint and report back to the parent within 28 days. The Nursery School Manager will document the complaint fully and the actions taken in relation to it in the complaints folder. (Most complaints are usually resolved informally at this stage)

If the matter is still not resolved

If the parent still feels that the matter is unresolved, the parent can raise the matter with Dukes Education (the proprietor) who will investigate further and hold a formal meeting with the parent to ensure that it is dealt with comprehensively. Dukes Education will make a record of the meeting and document any actions.

All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Contact details for Dukes Education:

Email: complaints@dukeseducation.com

Telephone: **020 3696 5300**

By post:

Dukes Education
14-16 Waterloo Place
London
SW1Y 4AR

The role of the Registered Authority

If the matter cannot be resolved satisfactorily between the Nursery School, its proprietor and the parents, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the settings registration. Ofsted risk assesses all complaints made and may visit a setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the Nursery School. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

By post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the Nursery School becomes aware that they are going to be inspected and after inspection, the Nursery School will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Reviewed on January 2020



Signed in behalf of the Nursery School:.....

Next review date: January 2021