

## 10.5 Compliments and Complaints

EYFS: The Safeguarding and Welfare Requirements  
3.75, 3.76

### Policy Statement

Hopes and Dreams Montessori Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome compliments as well as suggestions on how to improve. 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.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

Where any concern or complaint relates to child protection, we follow **Policy 1.1 Safeguarding and Child Protection**

### Procedures

#### Compliments

- 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 written compliments and share these with staff. With permission, we will also include them in our monthly Parent Bulletin and on the testimonial section of our website.

#### Making a Complaint

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request

#### Stage 1 - Informal

- If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person, a Senior Nursery Practitioner or Nursery Management.
- Most complaints should be resolved amicably and informally at this stage, but we may still record the issue, how it was resolved and keep in the child's personnel file.

## **Stage 2 - 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 Manager.
- The Nursery Manager will call or 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 complaint is hopefully resolved at this stage is recorded in the Nursery Complaints Log. A copy of this is also kept in the child's personnel file.

## **Stage 3 – Dukes Education**

- If the unusual event the parent still feels that the matter is unresolved, the parent can raise the matter with Dukes Education (the proprietor)
- Dukes Education will investigate further and then hold a formal meeting with the parent (who can have a friend or partner present if they prefer), and the Nursery Manager 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](mailto:complaints@dukeseducation.com)

Telephone: **020 3696 5300**

#### **By post:**

Dukes Education  
14-16 Waterloo Place  
London  
SW1Y 4AR

## **Stage 4 – 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 nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.
- Hopes and Dreams Montessori Nursery is a registered childcare provider with Ofsted and our Unique Reference Number (URN) is RP523735. It is therefore within the parents right to take the matter to them if it cannot be resolved to their satisfaction.
- Parents can address the complaint directly to Ofsted and any stage of this process, but we would of course encourage you to exhaust the complaints procedure's detailed above in the first instance, but this is in no way requisite.

### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

By post:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

### Records

- A Complaint Log will be kept in the nursery. The record will include 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.
- Complaints are kept for three years or until the next Ofsted inspection, whichever is longest.

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

### Complaints about Data Protection

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice on our website.  
Our ICO registration number is: Z7472215

### Contact Details for ICO:

Online: [www.ico.org.uk](http://www.ico.org.uk) Telephone: **0300 123 1113**

By post:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Reviewed: April 2022	Next review date: April 2023
Signed on behalf of the Nursery: <i>L. Thorpe Zircawska</i>	