



Complaints Policy & Procedure

Making a complaint

Bright Gems aims to achieve the highest standard of care and education for children in our care to foster a positive partnership with families, However we also recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Situated in the entrance is;

- Complaint /Suggestions Box

We welcome suggestions on how to improve our setting and service and will give serious attention to any concerns about the running and quality of service provided. 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 set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Any parent who has a concern about an aspect of the settings provision talks over first, with the child's key person. If this does not work or is not feasible then it should be brought forward to the Deputy manager and if this does not achieve the desired outcome, outlines of procedures for dealing with complaints are listed

below. **If it is thought that a child is at risk, Bright Gems Nursery Safeguarding Children Policy will be applied.**

Complaints Procedure

- If the complaint is regarding the provision or operating procedures, the complainant can request a meeting with the nursery manager to discuss their worries or anxieties.
 - Parents can write directly to the Nursery Manager. If this happens the following action will be taken;
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- ✓ Parent/carer of complaint will be receive acknowledgement of their complaint.
 - ✓ The person dealing with the complaint will give complainant an estimated date for complaint outcome, most complaints are dealt with within 28 days.
 - ✓ Formal complaints are recorded in the nursery's confidential complaint form or complaints can be emailed to the nursery at brightgemsnursery@hotmail.co.uk.
 - ✓ The manager consider any such complaint very seriously and investigates each case thoroughly. Most complaints are usually resolved at this stage. At this stage your complaint must be put in writing. The manager/owner will confirm receipt of this within 24 hours .The complaint will then be investigated, and an action plan will be drawn up to address the issue.
 - ✓ We will notify you of the outcome of the investigation within 28 days of receiving the complaint. You can also ask for a copy of the nursery complaints procedure. Depending on the nature of complaint a meeting might be arranged where the nursery manager and the nursery owner(if needed) with a supervisor present where appropriate. Management, in agreement with

yourself may decide if appropriate, ask your child's key person to be present as well as other staff member. Written records will be taken at the meeting and all present will sign. If we can still not resolve the situation, then an external mediator will be invited (acceptable on both sides). Throughout this process, the discussions will be kept confidential.

- ✓ Management staff will investigate the complaint, take action as appropriate and notify parent/carer or complainant of the outcome in writing.
- ✓ If the complaint remains unresolved then matter will be referred to Christopher Haines nursery Director.

Hopefully, if you are still not satisfied with the outcome, then a final meeting will be called with a mediator to reach a decision on the action to be taken to deal with the complaint. Written records will be taken, and all present will sign, you will receive a copy. At any stage of this process, parents are within their rights to approach Ofsted directly. Ofsted's complaints & Enforcement Team can be contacted by phone or in writing at the address above.

The outcome of all complaints is recorded in the summary Complaints record file and is available for parents and OFSTED inspectors on requests.

In the event of a parent/carer wanting to complain about a member of staff or an incident at Truly Scrumptious Early Years Nursery, we would follow the following guidelines.

If the complaint is a safeguarding matter then the necessary professionals will be involved and the matter will also be dealt with in accordance to our safeguarding policy.

Bright Gems Nursery will endeavour to create a loving, friendly and happy environment for the children to excel in the Early Years. This approach is also the centre of everything we do for our parents, carers, staff, students on placements and visitors. In the event that a service user is unfulfilled with the service we provide, we will do our very best to meet their needs however if the service user continues to be unfulfilled the parent, carer may decide to terminate their nursery placement contract given four weeks notice. The nursery management may also decide that termination of the nursery placement contract is necessary given four weeks notice.

Parents/carers may approach the Office for Standards in Education, Children's Services and Skills (OFSTED), to register a complaint, if there appears to be a possible breach of our registration, serious accident, injury or child protection issues, OFSTED must be notified to ensure the Statutory Framework for the Early years Foundation Stage (EYFS) Welfare Standards are adhered to.

Quote Bright Gems Nursery OFSTED registration number EY443760.

Review

This policy will be reviewed on a regular basis and updated as required.

This policy was updated on: 25/04/24