



## **Complaints and compliments policy**

At Moon River 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 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 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 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/Child Protection Policy.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, should in the first instance take it up with the child's key person or a senior member of staff/room leader. If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below.

#### **Stage 2**

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 may deal with the complaint directly or call a meeting with other members of the management team and the parents to discuss the complaint in detail. If a meeting is called the management will investigate the complaint within 10 working days. If the complaint involves another parent/child/staff member they may be asked to attend a separate meeting to gain further information or answer any questions. Any witness to the complaint/incident may also be called to the meeting. A written record of the meeting will be made. (Most complaints are usually resolved informally at stage 1 or 2.) If required, the nursery manager will set actions to further resolve the complaint.



### **Stage 3**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation you should put your complaint in writing to the registered person. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

We will acknowledge receipt of the complaint as soon as possible-within three working days at least-and fully investigate the matter within ten working days. If there is any delay, we will advise you of this and offer an explanation. The registered person will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint will be sent to you and copied to all relevant members of staff, to discuss the complaint and for any amendments to our policies and procedures emerging from the investigation.

The registered person will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The registered person will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, 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 complaints 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 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.

A record of complaints will be kept in the nursery. 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](mailto:enquiries@ofsted.gov.uk)

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)



Telephone: 0300 123 1231

By post:

Ofsted  
Applications, Regulatory and Contact ( ARC ) team  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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.