03 - Complaints

Crescent Day Nursery strives to deliver a high quality standard to all within our community, in which parents and children are handled with respect and courtesy at all times and feels valued and listened to.

Crescent Day Nursery welcomes suggestions on improvements and regularly asks for feedback from parents in order that their needs can be met. Any concerns will be dealt with promptly and it is our aim that all parents feel comfortable to voice their opinions, safe in the knowledge that they will be listened to and response to, with a satisfactory conclusion for all involved.

Methods
We are required by Ofsted to keep a summary of complaints that reach stage 2 and beyond and should be made available to parents as well as Ofsted. The nursery manager follows the complaints policy using a complaint summery log.

Making a complaint
Stage 1 - at this stage the parent and member of staff should be able to talk through complaints and deal with them to a satisfactory resolution.

Stage 2 - occurs if stage 1 either reoccurs or fails to meet a satisfactory outcome. At this stage the parents put their concerns in writing to the manager, which is place in a filing cabinet in the manager office. The nursery manager must meet with the parents once the matter has been investigated in order to discuss the outcome.

Stage 3 - if the parent is still unhappy s/he may request a meeting with both the manager and the HR manager. The parents must be informed that's/he may bring a representative with them for support. Minutes of the meeting must be taken accurately including the decisions that have been jointly made. All parties must sign to say that they agree with the document, and they will receive a copy of it too. At this point the signing should signify a conclusion to the matter, and the points must be logged in the logs.

Stage 4 - If stage 3 is not completed through lack of agreement and external mediator is invited in to help settle the complaint. This is someone who is deemed acceptable to all parties and can listen. Offer advice and be impartial to the proceedings, such as members of the Preschool Learning Alliance. The mediator role is to offer suggestions, but must be noted that they have no legal power to make decisions. The mediator keeps records of conversations and meetings (and his/her advice) and can hold separate meetings with both parties if deemed a more acceptable form of resolution.

Stage 5 - occurs when the mediator call a meeting for all parties and the advice is delivered in order to make a decision, which is acceptable to all parties. A record is kept of the
meeting and everyone is asked to sign the record and then receives a copy of it. If signed, this indicates that the matter is resolved.

**The role of Ofsted**
Parents may contact Ofsted at any stage of the proceedings if they feel that they have concerns regarding the settings registration requirements. The details of which are located on the parent's notice board, together with the Ofsted registration number. Ofsted will investigate any claims that they feel is necessary, which may result in actions being taken for the setting to address, evaluate and monitor. The outcome of all complaints is recorded in the complaints summary record, which is available for parents and Ofsted inspectors on request.

The number to contact: 0300 123 1231

**Complaints Procedure**
We believe children and parent/carers are entitled to expect high standards and courtesy at all times with prompt, careful attention to their needs. Our intention is to work in partnership with parent/carers and we welcome suggestions on how to improve our relationship with you. We will give prompt and serious attention to your concerns. A parent/carer who is concerned about an aspect of Crescent Day Nursery provision should initially talk with a child’s Key Worker. We anticipate that most concerns will be resolved quickly through an informal approach. However, if anything is unresolved please inform the Nursery Manager Fozia Shah.

A record book is kept to record any complaints against Crescent Day Nursery, the children or the adults working at Crescent Day Nursery. This includes the date, the circumstances of the complaint, and how the complaint is managed.

Parent/carers may approach OFSTED directly at any stage of a complaints procedure. In addition, where there seems to be a possible breach of the registration requirements, it is essential that we involve OFSTED as they are the registering and inspection body with a duty to ensure that the National Standards for Day Care are adhered towards. The Early Years Complaints line at OFSTED is available at 0300 123 1231. The OFSTED website is: [www.ofsted.gov.uk](http://www.ofsted.gov.uk) for further information.

Or you can write directly to Ofsted:
PICCADILLY GATE
STORE STREET
MANCHESTER
M1 2WD

**Outcomes**
Crescent Nursery will notify within 28 days of Resolutions.

Reviewed annually