

Ladybird Nursery

4.3

Complaints and Compliments

Purpose:

Ladybird is committed to providing high-quality care and education for children and maintaining positive relationships with parents and guardians. This complaints policy aims to provide a transparent and fair process for addressing and resolving complaints in a timely manner.

Definition of a Complaint:

- A complaint is defined as any expression of dissatisfaction or concern raised by a parent, guardian, staff member, or others regarding the nursery's services, policies, procedures, or conduct.

Informal Resolution:

- In the first instance, individuals are encouraged to address their concerns directly with the staff member or supervisor involved, if appropriate, in an informal and respectful manner.
- Staff members will listen actively, acknowledge the concerns raised, and work collaboratively with the complainant to resolve the issue to their satisfaction.

Formal Complaint Procedure:

- If the concern cannot be resolved informally, or if the complainant is not satisfied with the outcome, they may submit a formal written complaint to the nursery manager.
- The written complaint should include details of the issue, relevant dates, names of individuals involved, and any supporting evidence or documentation.

Acknowledgment and Investigation:

- Upon receipt of a formal complaint, the nursery will acknowledge receipt within a specified timeframe and commence an impartial investigation into the matter.
- The manager may interview relevant parties, review records, CCTV, or documentation, and gather any additional information necessary to fully understand the nature of the complaint.

Resolution and Communication:

- Following the investigation, the nursery will provide a written response to the complainant, outlining the findings of the investigation and any actions taken or proposed to address the complaint.
- The response will be provided within a reasonable timeframe, considering the complexity of the issue and any necessary consultations.

Escalation:

- If the complainant remains dissatisfied with the outcome of the nursery's internal complaints procedure, they may escalate the complaint to the relevant regulatory authority (OSFTED) for further review and resolution. The Ofsted poster are at the main entrance.

Confidentiality and Record Keeping:

- All complaints will be treated with confidentiality and handled sensitively, with information shared on a need-to-know basis only.

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- Records of complaints, investigations, and outcomes will be maintained securely and confidentially in accordance with data protection regulations.

Protection from Retaliation:

- The nursery prohibits retaliation against any individual who raises a complaint in good faith, and any such behaviour will be subject to disciplinary action.
- Staff members and others are encouraged to report any instances of retaliation to the nursery management for investigation.

Review and Improvement:

- This complaints policy will be reviewed periodically to ensure it remains effective, fair, and compliant with relevant legislation and best practices.
- Feedback from complainants will be solicited to identify opportunities for improvement and refinement of the complaints procedure.