

# CC Compliments and Complaints

Issue date: 30/11/2021



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# Document Control

## Scope

At Fernbees 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 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.

## Ownership

<b>Owner:</b>	<b>Signed:</b>	<b>Date:</b>
Gary W Claffey (Technical Director)	<i>G Claffey</i>	30/11/2021
<b>Reviewed and Approved By:</b>	<b>Signed:</b>	<b>Date:</b>
E Spencer (Manager)	<i>E Spencer</i>	30/11/2021
<b>Date of issue:</b>	<i>30/11/2021</i>	<b>Date of next review:</b> <i>30/11/2022</i>



# Complaints and Compliments Policy

- a. We record all compliments and share these with staff.
- b. 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.
- c. 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 Policy.

## Stage 1

- d. 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 or a senior member of staff/room leader.

## Stage 2

- e. 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.
- f. The manager will then investigate the complaint and report back to the parent within 28 days.
- g. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.
- h. (Most complaints are usually resolved informally at stage 1 or 2.)

## Stage 3

- i. If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively.
- j. The nursery will make a record of the meeting and document any actions.
- k. 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.
- l. This will signify the conclusion of the procedure.

## Stage 4

- m. If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.
- n. 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.
- o. 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.
- p. A record of complaints will be kept in the nursery and stored for three years. 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.
- q. 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.
- r. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.
- s. 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.
- t. Please find Ofsted contact details below



Email	<a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a>
Telephone	0300 123 1231
Post	Ofsted Piccadilly Gate Store Street Manchester M1 2WD



### **Your feedback is important to us!**

We love to hear your positive feedback in which we are performing well.

If you have a complaint, let us know as soon as possible to give us a chance to put things right



### **Has your feedback been acted upon?**

Feedback, positive or negative, allows us to maintain our high standards.

If you feel a complaint has not been acted upon, please feel free to ask the manager for a copy of our complaints process to make a formal complaint



### **Still not satisfied?**

If you are convinced that your complaint has still not been dealt with, you can contact Ofsted to investigate your complaint

## 1. What you should expect when giving compliments or feedback or making a compliment

We aim to handle your feedback in a pleasant manner and with professionalism. We aim that following raising your concern, you will be able to answer yes to the following statements.



### Fairness

- a. I was encouraged to give feedback and compliments, or make a complaint
- b. I know how to give compliments and feedback or make a complaint
- c. I was not treated unfairly because I chose to do this
- d. I felt reassured that by making a complaint the service I receive, or other receive, will not be affected



### Customer First

- a. I was fully involved in the process
- b. I was listened to and treated with respect
- c. The organisation was not defensive, kept me informed and explained what happened and why
- d. The problem was dealt with as quickly as possible
- e. I was offered the right support to make a complaint including independent advocacy where appropriate



### Valuing and encouraging feedback, compliments, and complaints

- a. I was encouraged to talk about my experiences and I felt it was easy to share them
- b. I felt the organisation and staff had the skills to listen and understand what it feels like for me
- c. My compliment/feedback/complaint was dealt with in an open and transparent way
- d. The complaints process was clear and easy to find
- e. The organisation welcomed my complaint and saw it as an opportunity to learn and improve the quality of services for others
- f. The organisation shared the outcomes with me and explained what action it was taking



### Accepting something went wrong

- a. My compliment/feedback/complaint was taken seriously
- b. The organisation took responsibility, apologised to me and explained what steps it will take to fix the problem
- c. The organisation improves its services by working with people that use them, their families, carers and representatives, listening to and learning from peoples experiences



### Once complaint, one response

- a. I could give compliments and feedback, or complain to any of the organisations involved in my care and support
- b. The organisations worked together and gave me one joint response
- c. I was signposted to the right organisation and was given the right contact details



Clear signposting to independent redress

- a. I was told about my right to contact Ofsted after the complaints process so I could ask for an independent review
- b. I was given information on how to contact Ofsted

