

## Complaints, Compliments and Conflict Resolution

### Purpose

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 you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

Compliments will be recorded and shared with staff.

### Policy

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

#### Stage 1

- any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the child's key carer in the first instance, particularly if they have a concern regarding their child
- most complaints should be resolved informally at this stage
- the complaint and outcome will be recorded and the key carer will approach the parent and ensure they are happy the issue has been resolved.

#### Stage 2

- if the parent/carer is not satisfied with the response/outcome, the parent/carer will proceed to stage 2 and put the complaint in writing to the Manager
- all complaints will be recorded in the Complaints log, which is a requirement of the EYFS
- the Manager will investigate the complaint and record a detailed account of how the complaint is resolved – Complaints log
- the setting will formally acknowledge the complaint within 5 working days
- when the complaint has been investigated the Manager will notify the complainant of the outcome within 28 days of receiving the complaint
- the Area Manager will be informed at this stage of the complaint. The Area Manager may investigate the complaint in the absence of the Manager

#### Stage 3

- if the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Manager or Area Manager.
- the complaint will be discussed and a written record of the discussion and agreed decision or action made - Complaints log
- all parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints log
- the signed record signifies that the procedure has concluded

## Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. The contact details for Ofsted are as follows:

**OFSTED, National Business Unit, Piccadilly Gate, Store Street, MANCHESTER, M1 2WD.  
Tel No. 0300 123 4666**

The complaints procedure and above details will be displayed prominently within the setting.

Parents may approach Ofsted directly at any stage of this complaints procedure.

In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

All complaints against our setting, and/or the adults working in our setting will be recorded in detail in the Complaints log, which will be made available to parents (summary only) and Ofsted Inspectors.

**(There should be regard for confidentiality when sharing complaints information with parents).**

## Conflict Resolution

We believe that we have a strong partnership with our parents and an open-door policy to discuss any matters arising.

**In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is:**

- To direct the parent away from the children and into a private area such as the office (where appropriate)
- To ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- To act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- To contact the police if the behaviour escalates
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An Incident form will be completed, detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience and seek further support where necessary
- Management will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

Please also refer to the Tolerance Poster.

**Associated documents:**

- Confidentiality policy
- Provider Complaints form
- Incident form
- Complaints log
- Tolerance poster