



DEAN CLOSE NURSERIES LIMITED

Independent Day Nursery

Complaints Policy (NL029)

Dean Close Nurseries Ltd is wholly owned by The Dean Close Foundation,
registered Charity No: 1086829

DEAN CLOSE NURSERIES LIMITED

COMPLAINTS POLICY

- This policy has been authorised by the Trustees of The Dean Close Foundation (the “**Charity**”) for all of its school nurseries, (the “Nursery” or the “Setting”).
- This policy will be reviewed periodically by the Foundation Bursar (or the Finance and General Purpose Committee) on behalf of the Board of Trustees.

Introduction

1. Our nursery setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our Setting to a satisfactory conclusion for all of the parties involved.
2. All complaints raised by parents will be treated as expressions of genuine dissatisfaction and complainants can expect to be treated fairly and in accordance with this policy, which follows the principle that the welfare of the child is safeguarded and promoted, and that account must be taken of the ascertainable wishes and feelings of the child.
3. The Nursery will endeavour to deal with all complaints as quickly as possible, having regard to the need for thorough investigation and appropriate consideration. Every endeavour will be made to ensure that at each stage complaints are resolved within 14 days.
4. These procedures apply equally to all our nurseries in Wales and England, except where specific guidelines apply.
5. This document is available on each Nursery’s website and printed copies will be made available to staff and parents on request.

Stage 1 – Informal (Local) Resolution

- It is hoped that most complaints will be resolved quickly and informally by face to face communication at the Nursery.
- Any parent who has a concern about an aspect of the Setting's provision can raise this directly with the nursery manager or deputy manager. Every effort should be made to be as clear as possible about the issue.
- Most complaints should be resolved amicably and informally at this stage.
- The nursery manager keeps a record of all informal complaints, which are retained for one year
- In the event that a satisfactory resolution cannot be reached within a reasonable period (not exceeding 14 days, or a further extension of 14 days with the agreement of the

complainant), complainants should proceed in accordance with Stage 2 of this Procedure.

- If the complaint is against the Nursery Manager, parents should make their complaint directly to the Nursery Area Manager.
- If the complaint is against the Nursery Area Manager, parents should make their complaint directly to the Foundation Bursar.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, or if the problem recurs, the parents should put their complaint in writing to the Nursery Manager. After considering the complaint, the Nursery Manager will decide on the appropriate course of action to take.
- For parents who are not comfortable with making written complaints, a template form is available from the manager's office. The form may be completed with the person in charge and signed by the parent.
- In most cases, the Nursery Manager will meet with the parents, normally within one week of receiving the complaint, to discuss the matter and, if possible, a resolution will be reached at this stage. A written note of the conversation will be taken. Meetings will normally be held on the Nursery premises. Where circumstances prevent a face to face meeting, discussions will take place by telephone or, if necessary, by e-mail. A written note will be taken. Every effort must be made to have face to face meetings.
- It may be necessary for the Nursery Manager to carry out further investigations before arriving at a decision. Once the Nursery Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, s/he will arrange to meet with the parents to discuss the outcome.
- The Nursery Manager will then write to or email the parents giving her/his reasons for the findings and, if appropriate, outline any remedies that are to be put in place.
- Parents must be informed of the outcome of the investigation within 14 days of making the complaint. (If the complainant agrees this can be extended to 28 days).
- When the complaint is resolved at this stage, the summative points are logged in the complaints file, which is retained in the Setting for three years.

Stage 3 – Appeal

- If parents wish to take their complaint to Stage 3 (following a failure to reach an earlier resolution) they should write to the Nursery Area Manager, or the Foundation Bursar if the complaint is about the Nursery Area Manager. Both these people are authorised as Responsible and Registered Persons. Complainants should explain the grounds for their complaint in writing and what remedy they are seeking.
- The Nursery Area Manager, or the Foundation Bursar, will acknowledge the complaint and schedule a Panel meeting to take place as soon as practicable, which will normally be within 14 days. The meeting will be held at the Setting, or at another suitable location, and the Panel will be three people made up of the Nursery Area Manager, the Foundation Bursar, another senior member of the Dean Close School staff or a

Dean Close Foundation Trustee as appropriate. At least one of these Panel members will be independent of the provision of care to nursery age children.

- If possible, the Panel will resolve the complaint immediately without the need for further investigation; however if further investigation is required, they will decide how it should be carried out.
- After due consideration of all facts they consider relevant, the Panel will reach a decision. Where possible this process will be completed within seven days of the Hearing. The decision of the Panel will be final.
- The Panel's findings and recommendations will be sent in writing or by email to the parents with reasons for the decision and, if appropriate, an outline of any remedies that are to be put in place.
- When a complaint has been resolved at Stage 3, the Nursery Area Manager will ensure that all related records and correspondence (including copies of all e-mails) are retained for seven years from the date of the matter being resolved.

Contact Details

At Dean Close School

Nursery Area Manager – Charlene Burgess
cburgess@deanclosenurseries.co.uk

Foundation Bursar/ Responsible Individual – Adrian Bowcher
apbowcher@deanclose.org.uk

Relevant Inspectorates

The relevant inspectorates are contactable and you may discuss your concerns at any time during the complaints procedure. The relevant inspectorate will listen to any concerns raised and take appropriate action if it is deemed that we were not meeting the requirements and conditions of our registration.

Concerning Hedgehogs & Treetops

OFSTED
National Business Centre
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: **0300 123 1231**

Concerning Teddies & Robins

CIW
CIW National Office
Welsh Government
Merthyr Tydfil
Rhydycar
CF48 1UZ

Telephone: **0300 7900 126**

Confidentiality, Reporting and Record Keeping

Date of Issue: March 18
Review Date: March 19
Owner: Area Manager

6. Concerns and complaints raised by parents, including correspondence, statements and records will be treated sensitively and confidentially. However details may be provided to CIW or Ofsted on their request.

7. The Summary Complaints Log for each setting, and held by the Nursery Area Manager for any Stage 3 complaints, will contain the following information:

- name of complainant;
- nature of complaint;
- date and time of complaint;
- action taken in response to the complaint;
- result of complaint investigation;
- information given to the complainant, including the date of response.

8. This procedure will also be followed, by the Area Manager should a complaint be made about the Nursery Manager, and by the Responsible Individual should a complaint arise about the Area Manager, and by the Trustees should a complaint arise about the Responsible Individual.

Complaints subject to concurrent consideration

9. The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the nursery that to continue would compromise or prejudice the other consideration. Where a complaint relates to any matter:

- about which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
- about which the nursery is taking or is proposing to take disciplinary proceedings, or
- about which the nursery has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or
- about which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults, or
- about which the nursery has been notified that there are current investigations in contemplation of proceedings
- about which the nursery has been notified that a local authority has or is instigating child protection enquiries,

The nursery will consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled. Where the nursery decides to discontinue the consideration of a complaint, notice of that decision will be made to the complainant. Consideration can be resumed at any time, and will ascertain the progress of the concurrent consideration. The nursery will resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be re-considered.