Complaints, Concerns and Compliments Policy

Current version approved	**February 2025**
Current version reviewed and endorsed	**March 2026**
Review of policy	**As and when required, this policy will be reviewed and updated**

Policy statement

At the Pavilion Day Nursery, we provide a quality, safe, stimulating and consistent provision for all your children. We believe 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 to the Deputy Manager/ Manager. 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.

Methods

We are required to keep a log of all complaints. This is to be made available to parents as well as to Ofsted inspectors. The complaints file is kept in the office; parents are made aware of its location upon induction and is available upon request.

Making a complaint

- Any parent who has a concern about an aspect of the nursery's provision talks over, first of all, his/her concerns with their child's room leader and/or deputy/nursery manager.
- If the complaint is regarding the manager, the parents must address their complaint to the Directors of St Pauls Trading (Address below) who will be responsible for the complaint.
- Most complaints should be resolved amicably and informally.

- If this does not have a satisfactory outcome, or if the problem recurs, the parent is advised to put the concerns or complaint in writing or email to the Nursery Manager and/or the Nursery Directors. A response will be sent out within 5 working days in writing or via email (depending on how complaint received). This will contain an invite for the parents to attend a meeting with the nursery manager.
- We store written complaints from parents in the complaints file. These are stored in the file until the next OFSTED inspection.
- When the investigation into the complaint is completed, the nursery manager will contact with the parent to discuss the outcome.
- In accordance with the Children Act Regulation, Parents are informed of the outcome of the investigation within 28 days of making the written or electronic complaint.
- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery manager and the Nursery Directors. The parent should have a friend or partner present if required and the leader should have the support of the Directors present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
- If at the meeting the parent and setting cannot reach an agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (nursery manager and Directors) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- When the mediator has concluded her/his investigations, a final meeting between the parent, the nursery manager and the Directors is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

- When the complaint is resolved, the summative points are logged in the Complaints Summary Record.
- If necessary, the nursery manager will inform Ofsted/LADO via telephone or email of the initial complaint and/or outcome. If the nursery manager is not available the deputy manager will take the lead.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Surrey Safeguarding Children Partnership (SSCP)

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- These details are displayed on the nursery notice board in the foyer.
- If a child appears to be at risk, our setting follows the procedures of the Surrey Safeguarding Children Partnership (SSCP) in our local authority.
- In these cases, both the parent and nursery are informed and the nursery manager works with Ofsted or the Surrey Safeguarding Children Partnership (SSCP) to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints/concerns, against our setting and/or the children and/or the adults working in our setting is kept on file in the office. It notes the date, the circumstances of the complaint/concern, how the complaint/concern was managed and the outcome. These are available for all parents and Ofsted inspectors upon request.
- When the nursery/staff receive compliments we share them with staff, especially if in written form.
- During certain times of the year parents will bestow gifts to staff, as these are generally very small and inexpensive gestures of gratitude. Our nursery policy allows staff to accept these but to report to management if they receive a more expensive token gift.

Address Details for Complaints in writing:

Directors of St Pauls Trading Ltd

St-Pauls Catholic College

The Ridings

Sunbury on Thames

TW16 6NX

Ofsted

Ofsted with regard to a complaint is:

0300 123 1231

Piccadilly Gate, Store Street, Manchester, M1 2WD

Useful resources and websites

- Advisory, Conciliation and Arbitration Service (ACAS) - www.acas.org.uk or 0300 123 1100
- Surrey Safeguarding Children's Partnership (SSCP) - www.surreyscp.org.uK
- Citizens Advice Bureau - www.citizensadvice.org.uk
- Surrey Family Information Service - www.surreycc.gov.uk/children/families
- LADO - 0300 123 1650