



Complaints Policy EDITION 4

At Dicky Birds, we place great value on working in partnership with our parents/carers. It is part of what makes us special and we believe that it is essential for the well-being and development of all of our children.

We appreciate and listen to feedback and If things are going well we love to hear about it – everyone likes getting compliments! Sometimes however, you may have concerns or feel we’re getting something wrong. If so, please let a member of staff know straight away. We assure you that your concerns will be taken seriously and communicated to the right members of our team.

Who you can contact if you’re concerned or unhappy

Stage 1. In the first instance you should speak to your child’s Key Person or their Room Leader. They are usually best placed to deal with issues promptly and will do their very best to respond to any concerns to your satisfaction. Support will be offered from other team members, as appropriate. All discussions will be treated confidentially.

Stages 2. If you are not happy with the response of your child’s Key Person or the Room Leader, or prefer not to approach them directly, please contact the Nursery Manager (or senior person in charge that day) who will record your complaint and investigate further before giving you an update/response. We would appreciate parents using stage 1 & 2 as the staff working in the nursery welcome the opportunity to resolve your concerns.

Stage 3. Complaints can be escalated to the Operations Director (or a member of the Senior Management team) by emailing admissions@dickybirds.co.uk or calling 020 8 942 5779. The Operations Director will investigate your complaint and how it has been handled, liaising with the nursery team before giving you a final update/response. At stage 3 it would not be unusual for a meeting to be called where all parties will review and agree actions and set a follow up date. This final meeting should signify a conclusion of the procedure.

Stage 4. If your complaint is of a serious nature and relates to the EYFS requirements, we may choose, or have a duty to notify Ofsted and/or other agencies and provide them with information relating to any investigation. Your complaint may be referred to Ofsted if you believe we are not meeting the EYFS requirements. You may also wish to contact Ofsted and you can do this by calling (Monday to Friday 8am – 6.00 pm) on **0300 123 1231**

Email: enquiries@ofsted.gov.uk



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Or write to:
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

During all stages the complaint will be logged and updated until its closure.

Timescales & Acknowledgements

If a complaint is received in writing and cannot be resolved immediately, we will acknowledge your letter or email within two working days. We will explain who will be investigating your complaint and give you a date by which you should expect a further update. This will usually be within a few days but may take longer, depending on the nature of the complaint. We will update you as soon as possible and write to you to formally notify you of the outcome. The maximum time this should ever take is 28 days.

Ofsted

A 'Parents' poster with contact details for Ofsted is also on display in the nursery or you can visit Ofsted's website for more guidance: www.ofsted.gov.uk

Record Keeping

We keep a record of all complaints received and their outcome. These records do not identify individual children or complainants.

We will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of the complaint.

Records are kept for a minimum of three years.

Records are regularly reviewed by the Nursery Manager and members of our Senior Management team. We continually reflect on our service and feedback from parents/carers, as well as children and outside agencies, to ensure we do things as well as we possibly can.

Inspections

If we become aware that we are to be inspected, we will notify parents and/or carers.

A copy of any inspection report will be shared with parents.

To be used in Conjunction with the following Nursery Forms, Documents & Resources



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- *Complaints Log; Ofsted 'Poster for Parents Childcare'; Complaints File*

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Updated by	<i>Rachel Berry, Operations Director</i>
Date to be Reviewed	<i>January, 2019</i>