



## Acorns Nursery Complaints Procedure

At Acorns we strive to provide children and their families with a high standard of care, and to provide children with the best start to their education. We openly ask for, and welcome, any feedback from all who use the setting including the children, parents/carers, staff, visitors, volunteers and cover staff. We understand that feedback may be both positive and negative, and we aim to use this to further develop and improve our practice.

Any concerns raised will be dealt with quickly in an open and fair manner, taking into account the situation, individual views, and the effect upon all parties involved. The process and time frame for dealing with complaints is dependent upon whether the complaint has been made formally or informally.

### **Dealing with informal complaints (Stage 1):**

When a complaint relates to the running of the nursery, including the services offered, they should, in the first instance, be discussed with the nursery manager. If the complaint concerns the nursery manager, it should be taken to the committee lead.

Upon receiving a complaint we will endeavour to resolve it in a manner that is acceptable to all parties. We will acknowledge the complaint made, lead an investigation into it, evaluate practice leading up to, and following, the event, and then put steps in place to change/improve practice. Dependant on the nature of the complaint made, it may be necessary for a third party to be invited in to observe and offer advice.

The person who made the complaint shall be invited in to discuss the matter including the outcome.

The committee will be informed that a complaint has been made and will be made aware of the outcome.

### **Timeline for Informal Procedure:**

- Acknowledgement of Concern: 2 days
- Informal Investigation: 8 days
- Informal discussion with complainant: 2 days
- Resolution found or escalated to formal complaint: 4 days

We aim to resolve all complaints during stage one of the process within 16 working days.

### **Dealing with Formal Complaints (Stage 2):**

If the concern has not been resolved during stage one, or if the complainant is not satisfied with the response, they must make a written complaint to the nursery manager or committee lead. The complaint will be recorded in a Complaints Book/Log. The complainant must be given written acknowledgement of the complaint made (within 4 working days) along with a timeframe for an investigation to be made and for the outcome to be reported back. This must not exceed 28 working days.

Where a complaint is made concerning the behaviour or performance of a member of staff, the staff member will be made aware that a formal complaint has been made

along with the details. They should be made aware of the Disciplinary and Dismissal Procedures.

It may be decided to invite the complainant to a formal meeting involving the nursery manager, committee lead, and, where necessary, the head teacher, in order to try and resolve the matter. Should this happen, the complainant has a right to have a friend or advisor with them. During the meeting, all relevant materials will be produced and a decision will be made of any further actions that may be required. Following the meeting, a written report will be made available to all involved with details of the nature of the complaint, when the review took place, who was present, what took place, what was decided regarding the authenticity of the complaint, and the recommended outcomes.

### **Stage 3 -**

After proceeding through Stages 1 and 2, if the complainant is still not happy with the response received or they are dissatisfied with how their complaint has been handled, they have a right to escalate it further. In these circumstances they should refer the complaint to Ofsted.