

Tiggers Nursery

Complaints

Policy

Name of person carrying out assessment: Natasha Green

Date reviewed: October 2017

To be reviewed: October 2018

Tiggers Nursery School Complaints Policy

1. General Policy

We aim to provide the highest quality of education and care for all our children. We aim to offer a welcome to each individual child and family to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in a partnership with parents, and we welcome suggestions on how to improve our group at any time.

We aim to bring concerns about the running of our school to a satisfactory conclusion for all of the parties involved.

Making concerns known

- A parent who is uneasy about any aspect of the school's provision should first talk over any worries with the Headmistress.
- Most complaints should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Head/Owner. Both parents and the Head should have a friend or partner present if required and an agreed written record of the discussion should be made.
- All records of complaints will be stored in the child's personal file, however if the complaint involves a detailed investigation, this will be stored in a separate confidential file.

Most complaints should be resolved informally or at this initial stage

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Head/Owner.
- If parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussions confidential, she/he will meet the group if requested and will keep an agreed record of the meetings that are held and any advice she/he has given.
- 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.

Confidentiality

In accordance with the National Standards for Day Care, we keep records of:

Adults

- The names and addresses of all staff on the premises. Including temporary staff who work with the children or who have substantial access to them
- All records relating to the staff's employment with the setting, including application forms, references and any training courses attended

Children

- The names, addresses and telephone numbers of parents and adults authorised to collect children from the setting
- The names, addresses, email and telephone numbers of emergency contacts in case of children's illness or accident
- The allergies, dietary requirements and illnesses of individual children
- The times of attendance of children, staff and visitors
- Accidents and medicine administration, emergency treatment
- Any incidents
- All information will be kept strictly confidential. Information will only be passed on to other agencies with the person in concern's consent. In order to ascertain whether or not the information should be disclosed the following issues will be discussed.
 - why there is a need to share the information
 - who it will be shared with
 - what will happen if the person in concern agrees or refuses to share the information
 - whether or how the information will be kept by the other agency and who will have access to it.

Permission to disclose

- There may be circumstances where the information on the person concerned will be disclosed without their permission. To ensure good practice, the Head will always try to obtain consent from the person concerned.

The role of registering authority

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and pre-school would be informed and the social services department would ensure that a proper investigation of the complaint occurred followed by the appropriate action.

The Head will provide Ofsted, on request, with a written record of all complaints made during any specific period, and the action which was taken as a result of each complaint. We will keep records of complaints for at least 3 years.

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We have not had any complaints to date with regard to the running of the school, the teaching staff or any other matter, but we do believe that most complaints are made constructively and can be sorted at an early stage. We also believe that it is in the best interests of the School and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.