



COMPLAINTS & CONCERNS PROCEDURE AND POLICY

Welfare Requirement 3.74 & 3.75

Updated by Rachel Traczyk
30th July 2022

We hope that the service parents receive from the Nursery is of the quality they expect and that they are happy with the care we provide. Occasionally an incident may occur at the Nursery which parents feel unhappy about and it is important that any such incident is dealt with in a fair and prompt manner.

Little Sparrows has an open door policy in place which encourages all parents and employees to speak to Cheryl or Rachel about any complaints, concerns or questions they may have.

PARENT/CARER COMPLAINTS

Method

The Company operates the following procedure for dealing with parent/carer complaints or concerns within our setting.

If any parent or guardian has any complaints or concerns, please contact the Cheryl, Nursery Manager to discuss the matter. Cheryl can be reached on 01992 623222 or emailed at [littlesparrowsdaynursery@outlook.com](mailto: littlesparrowsdaynursery@outlook.com)

An appointment can always be made at short notice for anything that is urgent.

We investigate all written complaints and notify complainants of the outcome of the investigation within 20 days of having received the complaint. We ask that complainants please put their name so the complaint can be addressed and resolved directly.

If parents / guardians are still unhappy with the outcome after the investigation, parents may approach Ofsted directly at Ofsted, Piccadilly Gate, Manchester, M1 2WD or Tel: 0300 123 1231

Instant messaging, group chats and social media

Parents who choose to join group chats or social media with other service users must not air complaints or concerns on social networking sites. This is to protect and safeguard all children, parents, staff and the company.

Complaints against a staff member

Allegations made against a staff member abusing a child must be reported immediately to the Nursery Manager or the deputy. We will follow the HM Government guidance in 'Working together to safeguard children' and follow the guidance shown in our Safeguarding Policy. Any allegation made against a staff member will be fully investigated.

Records

- Little Sparrows logs all written complaints.
- These complaints can be made available to view for any parent or staff member upon request and is assessable by Ofsted during any specific period and the action which was taken as a result of a complaint.
- We will keep the record of concerns and complaints for at least three years.

