

## Complaints and Compliments

EYFS: 3.74, 3.75

At Coin Street Nursery we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

### Internal complaints procedure

#### INFORMAL STAGE

Most complaints/concerns can be resolved informally and quickly by discussion with the member of staff concerned along with a senior manager. (For example the Family Support and Outreach Manager, your child's key worker or an Early Years Manager).

Parent/carers should make an appointment to discuss their complaint/concern with the member of staff who knows about it. If the complaint/concern relates to a child, ideally the relevant member of staff will be one who is directly involved with the child, for example, their key person, and a senior manager should accompany the member of staff at the meeting held to discuss the issues being raised.

A member of staff will write notes during the meeting. Parents/carers will be issued with a copy of these notes.

#### FORMAL STAGE

There are two formal stages:

##### Stage 1

If a parent/carer is still dissatisfied after the informal stage, they, or the member of staff, can refer the matter to the Head of Early Years Education. This must be in writing as this will help to make the situation clear to all involved parties. All complaints will be acknowledged in writing within 3 to 5 working days. (If the complainant finds writing in English difficult, we can offer a member of staff, independent from the incident concerned, to help write the complaint letter).

The Head of Early Years Education will offer a meeting with the parent/carer or other complainant at a mutually convenient time. At the meeting, and through discussion, the Head of Early Years Education will clarify what the issue is, and what the parent/carer is trying to achieve through their complaint. Together all parties will try to agree an outcome with which they are all satisfied.

If the issue is complex, the Head of Early Years Education may need to speak to other staff and children to investigate the complaint. This should happen within 10 working days. If this timescale cannot be met the Head of Early Years Education should inform the parent/carer that this will take longer, explain the reasons for this and give a timescale within which the investigation will be completed.

Where a complaint is against a member of staff they should be informed of the support services that are available to them.

Should the nature of the complaint warrant investigation under child protection procedures or require a police investigation the complaint should be held in abeyance until those enquiries are concluded. The Head of Early Years Education will clarify what the process and anticipated timescales will be in these circumstances.

## **STAGE 2**

If, after meeting with the Head of Early Years Education, the complaint is still not resolved to the parent/carer's or member of public's satisfaction, it can be referred in writing to the Director of Community. The Head of Early Years may also refer the complaint to the Director of Community. If the Head of Early Years is the subject of the complaint, the complaint should be made in writing directly to the Director of Community and miss out Stage 1.

The Director of Community will offer to meet the parent/carer or other complainant, at a mutually convenient time.

The Director of Community has 15 working days to investigate the complaint. If it cannot be resolved within this time, the Chair will inform the complainant and explain why it is taking longer. Reasons for this may be that the complaint is complex and needs more time or someone involved is absent through sickness or holidays. The Director of Community should, however, give a realistic timescale within which the complaint should be resolved.

If, after conclusion of this process the complaint is still not resolved to your satisfaction, it can be referred in writing to the Chair. This should be addressed:

For the personal attention of:

Chair of the Board  
Coin Street Centre Trust  
Coin Street neighbourhood centre  
108 Stamford Street  
London SE1 9NH

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

All concerns or complaints will be recorded by the Coin Street Family and Children's Centre in a central log and reviewed regularly as part of our improvement processes. Records of complaints and resolutions to these are held for a minimum of three years.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Complaints made more than one year after the incident/situation occurred may be disregarded. In that event, the Head of Early Years Education will notify the complainant in writing.

#### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

#### **By post:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>October 2021</i>	<i>Jane Christofi</i>	<i>October 2022</i>