

## Making a Complaint

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parents involved.

All complaints will be approached in an inclusive manner. No child will be discriminated against or excluded from the setting due to a complaint from a parent or carer. All children are respected and undesirable behaviour is dealt with appropriately in line with our Promoting Positive Behaviour Policy 4.6

### Making a complaint:

Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her concerns with the acting Manager **Ipel Ibrahim**. Most concerns will be resolved amicably and informally at this stage.

This also applies to any staff member who wishes to make a complaint or who feels that another staff or parent does not actively promote fundamental British values or works against these values.

### Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the staff or parent is then requested to put the concerns or complaint in writing to the setting manager.

The setting stores written complaints from parents in the confidential Concerns & Complaint's file.

Staff and Parents will be informed of the outcome of the investigation within 28 days of making the complaint.

### Stage 3

If the staff or parent is not satisfied with the outcome of the investigation, they can request a meeting with the manager. An agreed record of the discussion is made as well as any decision or action.

### Stage 4

If at this stage an agreement cannot be made then an external mediator is invited to help so as to offer an independent review. We have two independent mediators who are happy to be impartial and help to reach a mutually agreed outcome. The purpose of this meeting is to reach a final conclusion.

### Stage 5

If a final agreement cannot be reached then the staff or parent will be offered the Ofsted contact details to lodge a formal complaint to them. When the mediator has concluded the investigation a final meeting will be called between the manager and parents. The purpose of this meeting is to reach a decision.

Little Acorns Day Nursery 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 each complaint.

At any point in the above stages we will keep offering the parent the contact details for Ofsted if they so wish to contact them.

Ofsted: 0300 123 1231