



## Complaints and Compliments Policy

EYFS: 3.74, 3.75

Spice Childcare believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service we provide and that you might like to voice your appreciation to the staff concerned. All compliments are shared with staff.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to safeguarding children, please refer to the Safeguarding Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### **Internal Complaints procedure**

#### **Stage 1**

If any parent should have cause for complaint or any queries regarding the care or early learning, including the requirements of the Early Years foundation stage, provided by the setting, they should in the first instance take it up with the child's key person, room leader or manager.

#### **Stage 2**

If the issue remains unresolved, or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the manager. The manager will then investigate the complaint and report back to the parent within twenty

eight days. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, or if parents feel that the setting is not meeting the requirements of the Early Years Foundation Stage, then they have the right to raise the matter with:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

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

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

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
October 2016	Cheryl Adams	September 2017