



**FAIRLANDS DAY NURSERY, CHURCH ROAD, SHEDFIELD, SOUTHAMPTON,  
HAMPSHIRE, SO32 2HY.**

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## **Complaints Procedure**

### **Statement of intent**

Fairland's 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.

### **Aim**

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

To achieve this, we operate the following complaints procedure. As a setting we are required to keep a 'summary log' of all complaints. This is to be made available to parents as well as to Ofsted inspectors.

### **Making a complaint**

#### **Stage 1**

- Any parent who has a concern about an aspect of the setting's provision, should initially raise his/her worries and anxieties with the settings management.
- Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the settings management.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints. The form may be completed with the person in charge and signed by the parent.

- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the settings management may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting's managers meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the settings management. The parent should have a friend or partner present if required and the management should have the support of each other.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff from Fairland's are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. She/he can hold separate meetings with the setting personnel (settings management) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the settings management is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- 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.

## **The role of the Office for Standards in Education, Children's services and skills (Ofsted), the Local Safeguarding Children's Board and the Information Commissioner's Office**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body
- The address and telephone number of our Ofsted regional centre are:  
The National Business Centre unit,  
Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester.  
M1 2WD.  
Tel: 0300 123 1231
- These details are displayed on our setting's notice boards.
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Committee in our local authority.
- In these cases, both the parent and setting are informed and the setting leaders work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)

### **Records**

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept for three years, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This policy was adopted at Fairlands's Day Nursery on

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Signed on behalf of the Management Committee/ Proprietor

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Role of signatory (e.g. chairperson etc.)

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This policy was amended on

.....(date)

.....(date)

.....(date)