



St. Thomas a Becket Nursery School
3 Tutts Barn Lane
Eastbourne
BN22 8XT

01323 725977

Registered Charity No. 1097448

Complaints

Responsibility: Nursery Lead / shared with Trustees

Review Cycle: Every 2 years, or earlier

Date of adoption / last review:	Signed / Role	Date of Review
April 2016		April 2016
April 2017		April 2019
May 2018		May 2020
November 2021		November 2023
May 2022		May 2024
May 2024	CHarrison; Nursery Lead	May 2026

St Thomas a Becket Nursery **Complaints Policy**

EYFS January 2024

3.83 Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome.

All providers must:

- Investigate written complaints relating to how they are fulfilling the EYFS requirements.
- Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make a record of complaints available to Ofsted, or the agency with which a provider of CoDP is registered, on request.

3.84 Providers must make available to parents and/or carers the details about how to contact Ofsted, or the agency with which a provider of CoDP is registered, if they believe the provider is not meeting the EYFS requirements.

What is a complaint?

An expression of dissatisfaction delivered in writing or orally, whether justified or not, from, or on behalf of, a person or company, about Early Years services provided by us.

Policy Statement

We are committed to providing our families with the highest levels of service. However, we are aware that from time to time you may be unhappy with the service we provide. To deal with this, we have a Complaints Procedure. We believe that complaints can help us see where our services or procedures might be improved, even if you feel that your concern does not amount to a 'complaint', we still want to know about it. This will help us give prompt and considered attention to any concerns about the running of the Nursery and allow us to reflect on our practice and make positive changes.

As a registered childcare provider we must make parents aware of their complaints procedures, including how to make a complaint to Ofsted. Here we set out how you can make a complaint.

The care and development of all the children at our nursery is our paramount concern and central focus. We aim to provide a safe, stimulating and caring environment where children and their families feel welcome and valued and are entitled to expect courtesy and prompt, safe and careful attention to their needs and wishes.

We aim to work closely with all our parents, recognising them as the Childrens' prime educators, to continue to ensure children's needs are identified and met. The Nursery staff

actively encourage open communication with all parents and will give every opportunity for parents to discuss all matters relevant to their child's welfare.

Our Aims

- To provide an effective means to receive complaints about the quality or nature of our services.
- To ensure those complaints are acted upon and recorded.
- To seek to resolve complaints quickly and in finding solutions that are acceptable and appropriate.
- To ensure that responses to complaints are informative and comprehensive.
- To provide management with an additional tool to monitor the overall performance of the organisation.

Our Standards

- To deal with all complaints swiftly, fairly and with integrity.
- To treat those making a complaint with courtesy, respect and fairness at all times.
- To request that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.
- Complaints will be dealt with in confidence and data kept in line with data protection (Data Protection Act 2018) and equal opportunities (Equalities Act 2010) legislation, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory obligations placed on Early Years.

Procedures

We anticipate that most concerns will be resolved quickly and satisfactorily for all parties involved by an informal approach to the appropriate member of staff. Whenever appropriate, we encourage concerns be raised as soon as possible in line with the informal process.

Dealing with concerns - Informal Process

- If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's key worker or the Nursery Manager. Most problems can be sorted out quickly in this way. Any problems should be resolved within a reasonable time-scale and this may vary depending on the problem.
- Alternatively, you can speak to any member of staff that you feel most comfortable with.
- The staff member will try to resolve your complaint immediately or will pass on the matter to a more appropriate colleague who will work with you to deal with the issue as soon as possible.
- If the matter is resolved at this stage, then no further action will be taken. However, we may keep a record of your complaint to assist in improvement of the service.

If your complaint is not resolved informally you may decide to make a formal complaint following the process below.

Please note that you can request to bypass the informal complaint process above and proceed directly to a formal complaints process.

Dealing with Complaints - Formal Process

You can make a formal complaint verbally, by telephone or in writing to St Thomas a Becket Nursery on 01323 725977 or by emailing office@stthomasabecketnursery.co.uk

The formal complaints process has the following stages:

Stage 1

The Nursery Lead or Nursery manager will log your complaint including the date, personal contact details of the complainant and the nature of the complaint.

If your complaint is received verbally or by telephone you will receive an acknowledgement to your complaint by email. If the complaint is received in writing, for example, by email you will receive an acknowledgement of the receipt of the complaint.

Your complaint will be investigated by the Nursery Manager. At the completion of the investigation we will contact you with the intention of reaching a resolution. Contact will be face to face wherever possible and followed up in writing.

The timescale from receipt of the complaint to making contact to attempt resolution will be carried out as quickly as possible.

Stage 2

It is hoped that the complaint will be dealt with at Stage 1. However, if you are not satisfied you can move to Stage 2. At this stage the Nursery Lead will become involved.

The Nursery Lead will consider the original complaint, any investigation that took place and the attempt to resolve the complaint at Stage 1 and any other relevant information. They may contact you to gather further information. They will then contact you with the intention of reaching a resolution to the complaint which will be recorded in writing and a copy of the complaint outcome sent to you.

The timescale from receipt of the complaint to making contact to attempt resolution will be carried out as quickly as possible and should normally be within 28 days. If the complaint is particularly complex and/or requires lengthy investigation it may take longer to review. In this case you will be kept informed of progress.

This is the final stage of the complaint procedure.

We will keep a written record of any complaints and its outcome. Any complaints received will be kept for three years.

If it is believed that St Thomas a Becket Nursery is not meeting the EYFS requirements, parents/carers may approach Ofsted directly with any unresolved complaints or concerns (formal or informal).

OFSTED - The role of the Office for Standards in Education, Early Years Directorate and the Local Safeguarding Children Board

Parents



Ofsted registers, regulates and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements in the early years foundation stage statutory framework and/or the Childcare Register. These requirements relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us:

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can write to us at:

enquiries@ofsted.gov.uk

**Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD**

If you have a concern or complaint, you can ring:

0300 123 1231

For more information, search for 'Guides for parents: how early years settings are inspected' or scan the QR code:



If you would like information about the availability of childcare in your local area, please visit www.gov.uk/find-local-council to find your local council.

Further information can be found at:

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure#complain-about-childcare>

(St Thomas a Becket Nursery will always notify parents and/or carers if they are notified of an Ofsted visit / inspection and will provide a copy of the report to parents and/or carers of children attending on a regular basis once any embargo is lifted).

Documentation

Written records of complaints will be kept for 3 years. The record will include the complaint itself, the outcome of the investigation and actions taken in response.

The records will be available to parents (redacted where necessary for data protection) and to Ofsted if requested.

We will provide Ofsted with a summary of complaints made during the last 12 months and the actions we have taken as a result, or a list of complaints made during the last 3 years if Ofsted ask for either of these.

In summary:

- An agreed written record will be taken of the main discussions, a decision taken and /or agreed action(s) for all complaints within the formal stages.
- All of the parties involved will receive a copy of the outcome decision. The Nursery will maintain a copy of this confidentially, in line with all Data Protection Act requirements.
- This confidential record of complaints outcome of all formal complaints will be made available for Ofsted inspectors on their request.
- Where there are general learning points for the Nursery staff these will be provided in a way that does not refer back to the original complaint unless this has been specifically agreed with you, the complaint.

Safeguarding

If any member of the public, whether they be parent, carer or otherwise, perceives that any adult who is working / volunteering with children at St Thomas a Becket Nursery (or elsewhere) has:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children, or
- may have behaved in a way that suggest they are not suitable to work with children

and / or if an allegation of serious harm or abuse is made against the nursery or anyone who works with us, we **WILL** notify Ofsted **AND** our Local Authority Designated Officer (**LADO**) via the East Sussex County Council's Services Single Point of Advice (**SPOA**)

<https://www.eastsussex.gov.uk/children-families/professional-resources/spoa>



01323 464 222 (Monday to Thursday 8.30am to 5pm; Friday 8.30am to 4.30pm).
01273 335 906 or 01273 335 905 - Out of hours Emergency Duty Service

If a child appears to be at risk, we will follow East Sussex via advice and guidance from SPOA and the LADO. Please also refer to our Safeguarding and Child Protection Policy. The nursery Designated Safeguarding Leads will work with Ofsted and the Local Safeguarding Partnership to ensure a proper investigation of the complaint, followed by appropriate action.

Recording Complaints Template**Date of complaint:****A: Source of complaint**

Parent (in writing, including email*)	<input type="checkbox"/>	Staff member / Assistant	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>

B: Nature of complaint (tick more than one if necessary)

<input type="checkbox"/> Child Protection / Safeguarding	<input type="checkbox"/>	<input type="checkbox"/> Personal Care	<input type="checkbox"/>
<input type="checkbox"/> Communication with parents	<input type="checkbox"/>	<input type="checkbox"/> Behaviour management	<input type="checkbox"/>
<input type="checkbox"/> Data Protection incident	<input type="checkbox"/>	<input type="checkbox"/> Suitability of childcare provider/ other adult	<input type="checkbox"/>
<input type="checkbox"/> Premises / security / safety	<input type="checkbox"/>	<input type="checkbox"/> Adult:child ratio/condition of registration	<input type="checkbox"/>
<input type="checkbox"/> Equal opportunities	<input type="checkbox"/>	<input type="checkbox"/> Furniture/equipment/toys/facilities	<input type="checkbox"/>
<input type="checkbox"/> Special needs	<input type="checkbox"/>	<input type="checkbox"/> Organisation/ meeting children's needs	<input type="checkbox"/>
<input type="checkbox"/> Medication procedures	<input type="checkbox"/>	<input type="checkbox"/> Documentation	<input type="checkbox"/>
<input type="checkbox"/> Illnesses / injuries procedures	<input type="checkbox"/>	<input type="checkbox"/> Learning and development / activities	<input type="checkbox"/>
<input type="checkbox"/> Food and drink	<input type="checkbox"/>	<input type="checkbox"/> Other – please state below	

Details of the complaint:

Note: If it is impossible to retain confidentiality in this record, you will also need to maintain a separate record which outlines the complaint without disclosing the identity of the complainant or any particular child(ren).

C: How the complaint was dealt with (tick more than one if necessary)

Internal investigation	<input type="checkbox"/>	
Investigation by Ofsted	<input type="checkbox"/>	
Investigation by other agencies (please specify)	<input type="checkbox"/>	

Details of any internal investigation:*In the case of investigation by Ofsted, attach any outcomes letter / Ofsted correspondence***D: Actions and outcomes**

Internal actions	<input type="checkbox"/>	Other action taken by Ofsted	<input type="checkbox"/>
Actions that were agreed with Ofsted	<input type="checkbox"/>	No action	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>	Actions imposed or agreed with other agency	<input type="checkbox"/>

Details of actions and outcomes:

Outcome notified to complainant: Yes **Date:**

Has a copy of this record been shared with parents? Yes No

Name of registered nursery:

Nursery signature:

Date completed: