



## **Complaints and Compliments**

At Little Gillies we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy, and respect.

We always hope that parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. 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 managed 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**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff. If this is not resolved, we ask them to discuss this verbally with the manager.

#### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 14 days. The manager will document the complaint fully and the actions taken and the outcome in relation to it in the complaint's logbook.



### **Stage 3**

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent, and Trustee members to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree to it and receive a copy. This will signify the conclusion of the procedure.

### **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 complaint's procedure, and are given information on how to contact Ofsted.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date, and time the complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

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 only be accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been taken appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

### **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

All policies and procedures are implemented, reviewed, and updated on an annual basis or in line with any changes to local and national guidance/legislation in conjunction with the registered person.

This policy was adopted at a meeting of Little Gillies

Held on.....

Date to reviewed .....

Signed on behalf of the provider.....

Name of signatory.....

Role of signatory.....

Reviewed by Sarah Beresford

Date August 2024