

Complaints, Concerns and Compliments Policy

At Wood Wharf Kindergarten we aim to provide high quality, safe, stimulating, and consistent provision for all children, parent/carers, and staff. However, we understand there may be times when a person is not entirely happy with the service we are providing and may wish to make a complaint.

A complaint will always be treated seriously and in the **first instance the Nursery Manager will respond to the complaint directly with the person making the complaint within 3 working days of the complaint being made.** In the absence of the Nursery Manager, the Deputy of the Nursery will acknowledge the complaint.

Initially we would hope that complaints regarding the services at the nursery can be discussed with the manager and resolved through discussion and communication. The complaint will be logged, and any action taken will be discussed with the parent in additional meetings if needed.

If the complaint cannot be resolved through discussion, then a formal complaint must be made in writing or by email to the nursery manager.

Following the Children's Act Regulation: We must investigate all complaints made in writing or in electronic form from parents/carers, where these relate to one or more of the welfare requirements or conditions of registration.

The parent/carer who made the complaint will be issued with an account of our findings and any action taken as an account within 28 days of the complaint.

A written record of complaints, any action taken, and the outcome of any investigation will be completed, and these will be made available upon request to any parent/carer of a child who attends the nursery. OFSTED will also be informed of the complaint and provided with a written record and action taken.

The following will be included in the written record of the complaint:

- The nature of the complaint
- The action taken initially.
- Any action taken later.
- The person responsible for investigating the complaint.
- The timescale of a review of the effectiveness of the action taken.
- The parent/carer will get a copy of the complaint record including a written record of the outcome.

These records will be kept in the nursery office in the compliments, suggestions, and complaints folder. All complaints and records in relation to the complaint will be kept for a period of 3 years or until the schools next inspection, whichever is last.

If the complaint is in regard to a child's space being terminated, please note clause 7.10 of our terms and conditions:

Removal: The Parents may be required to remove the Child, temporarily or permanently from the Nursery, if, after consultation with the Parents, the Nursery Manager is of the opinion that by reason of the Child's conduct, the continued presence of the Child is incompatible with the interests of the Nursery, or if a Parent has treated the Nursery or members of its staff or any member of the

Nursery community unreasonably. The Nursery is not obliged to provide notice under these circumstances. There will be no refund of Fees, but the Acceptance Deposit will be returned, and Fees in lieu of Notice would not be charged.

If the complaint is in regard to a child and has safeguarding implications, the child protection policy needs to be referred to and followed, alongside the complaint.

If the complaint is in regard to the Nursery manager then the parent/carers should direct their complaint to Head of Early Years at Inspired Learning Group Head office, Hemal Lukha, via email or phone on:

02071279862

hemal@inspiredlearninggroup.co.uk

Every Parent/carers has the right, at any time, to make a complaint to OFSTED about any aspect of registered childcare provision. OFSTED will consider and look into all complaints received.

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Phone: 0300 123 1231

Further information can be found on their website: www.ofsted.gov.uk

Compliments

At Wood Wharf Kindergarten all our practitioners work very hard to offer the best care and education for the children in the nursery and at times we receive compliments from the parent/carers.

In order to make sure staff are aware of any compliments made, we have a board where we display a copy of the compliment and staff members are shown the original once received. Any compliments received will be stored in the Compliments, suggestions and complaints file.

At times, especially when children are leaving the nursery parent/carers may wish to 'Thank' the practitioners in way of a gift. This is not in anyway expected and if individual parents wish to give presents to practitioners, this is to be their own decision and the gift should be a small token of appreciation. All gifts will be received with thanks and gratitude. However, the practitioners care for the children and help them learn and develop as part of their passion for children and do not expect gifts.

Suggestions

For parent/carers, children or practitioners wishing to make a suggestion there is a suggestion box located in the cloakroom with suggestions slips. This is an anonymous way of making a suggestion, all suggestions will be reviewed monthly, and any changes made from the suggestions will be displayed and mentioned in the nursery newsletter every 3 months.

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| This policy was adopted on | Signed on behalf of the nursery | Date for review |
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| 07/09/2022 | <i>Heleanna Phair</i> | 1 September 2023 |
| Reviewed 15.11.23 | <i>Heleanna Phair</i> | 15.11.24 |
| Reviewed 25.9.24 | <i>Heleanna Phair</i> | 25.9.24 |
| 15/10/25 | <i>Heleanna Phair</i> | 15/10/26 |