



Complaints Policy and Procedure for Parents and Service Users 2021

Adopted by Little Fishes on 21/10/21

At Little Fishes Nursery School, we hugely value the partnership we share with parents in providing care and early years education for children. If the provision ever drops below the very high standards that we set ourselves, we hope that parents will always feel able to raise any concerns by speaking to the Nursery Manager or a child's key person. We also recognise there might be occasions where a more formal complaint needs to be made. In these cases (which we hope will be rare), the following procedure should be used. We will always ensure that complaints of any nature are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

Parents

- If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer, procedures will be followed from the safeguarding policy: Allegations against staff.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the Nursery Manager. Some parents will want to make a written complaint; others will prefer to make it verbally; in which case the Nursery Manager will make a record of the main issues of the complaint using the Complaint Investigation Record and keep it in the child's file.
- The Nursery Manager will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the parent is still not satisfied, or if the complaint is about the Nursery Manager, the setting manager is asked to forward their complaint verbally or in writing to the Vicar as Chair of Trustees who can be contacted on 01252 792402 or by email – vicar@stjamesrowledge.org.uk
- If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the Parochial Church Council as Trustees for further investigation, who will respond to the parent within a further 14 days.

