



Staff & Parents Complaints Policy

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Seahorse Nursery aims to provide the very highest standard of care for all children. Children and their parents/carers are entitled to expect a warm welcome, courtesy at all times, and prompt careful attention to their needs and wishes. We work co-operatively with parents and carers to ensure this. We welcome any feedback, whether positive or negative, on the service we provide so we can continually improve and evolve our methods.

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. Any complaints will be dealt with promptly and we aim to respond and resolve all cases within five working days where possible. Any unresolved complaints will be referred to Ofsted. Details of how to contact OFSTED are displayed in the setting. The record of complaints is available to OFSTED on request.

At every stage, the person who is handling your complaint should:

- Establish what has happened so far, and who is involved
- Clarify what you are complaining about, and why you feel it is unresolved
- Contact you or meet with you in person if they need to clarify anything about the complaint or collect more information
- Establish what you would like to happen to resolve the problem
- Keep notes of every meeting

Complaints Procedure at Seahorse Nursery

Stage 1 (Initial concern): Seahorse Nursery takes all concerns or informal complaints seriously. Any parent who is uneasy about any aspect of provision should raise this with their key person or a member of the senior team. The Manager (or Deputy) will aim to explore and resolve the issue in partnership with the parent as quickly as possible. A written record of the concern and how it was resolved is kept in the child's file (electronic or paper). We aim to resolve any concerns within 5 working days, however where an investigation is required, and staff need to be questioned a longer time frame may be necessary.

Stage 2 (formal complaint): If the complaint cannot be resolved on an informal basis, or if the problem recurs, the parent moves to stage 2 of the procedure by putting their concerns or complaint in writing to the Principal. She will investigate and seek resolution as quickly as is possible. Parents will be told of the outcome of the investigation within 28 days of the nursery receiving the complaint. Most complaints should be resolved at stage 1 or at stage 2.

Stage 3 (complaints appeal): If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure and request a meeting with the Registered Person (Directors or Partners). An agreed written record of the discussion is made during the meeting. All of the parties present at the time of the meeting should sign the record and receive a copy of it. The signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The details of Ofsted are:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel. No: 0300 123 1231
Email: enquiries@ofsted.gov.uk



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Seahorse Nursery believes that it is in the best interests of the setting, the child and of the parents that all concerns and complaints are taken seriously and dealt with fairly and swiftly. Parents are expected to behave in a reasonable and respectful manner, including maintaining confidentiality, when raising a concern or making a complaint. We do not expect parents to raise their voice during verbal conversations with staff members, be abusive towards any staff members, send repeated emails about the same issue during a period of investigation or use social media as a means of communicating a concern or complaint rather than discussing it directly with the Nursery. We ask that parents consider the manner in which they communicate with the Nursery and that complaints should be written in a factual and polite manner which puts an emphasis on how they want the issue resolved. Any such abuse towards staff members or the Nursery may result in termination of your place.

Compliments

This Nursery is absolutely delighted to state that it receives many compliments from parents, work experience students, external agencies and local organisations. We share all compliments with the staff team.

Suggestions

We are always happy to hear of any suggestions – either verbally or in writing/email. Discussions will be made with the relevant persons and, if it is feasible, the suggestion implemented. We will also stay informed by sending out parent questionnaires, exit questionnaires, staff questionnaires and feedback forms from students and volunteers.