



## Compliments, Concerns and complaints

We aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a caring environment within which all children can learn and develop as they play.

In developing a policy for Working in Partnership with Parents and Carers, the management of the Nursery fully understands and respects that parents / guardians / carers have primary responsibility for their children, which necessarily includes their development and education. This policy is designed to build upon these fundamental principles: Parents are the first educators of their young children. The aim of the nursery is to support parents in their essential role.

It is the policy at Kiddie Kapers and Little Rays Nursery to work in close co-ordination with each child's parents / guardians / carers in an atmosphere of open dialogue and mutual collaboration with respect to the child's needs, wants and values. This will contribute to the following key objectives:

- To ensure that the individual developmental and learning needs of the child are met.
- To better understand, and to contribute positively to, the cultures and values of the child's family and community.

Nursery management have established the following procedures to assist in these objectives:

- Information for Parents and Carers - a Prospectus has been prepared which summarises the Nursery activities, operations, policies and practices.
- Initial child profile - This is designed in a user-friendly way, completed by staff with the parents. It provides the Nursery with the following information that ensures the Nursery is able to build up a better profile of the child and to better plan and provide the activities and interests for the child that meets the expectations of the parents / guardians / carers:
- Feedback from Parents and Carers – we welcome comments from parents / guardians / carers with respect to the way the Nursery is run and the services provided to their children, and to make recommendations for appropriate improvements.
- Parents / guardians / carers are asked to openly discuss any special needs that a child may have, and agree on the best procedures for caring for the child. This will address language, cultural, religious, dietary and medicinal needs, allergies, phobias, disabilities and impairments. This is established at the outset before the child joins the Nursery, and reviewed regularly with parents / guardians / carers. Mutual dialogue will ensure that the parent / guardian / carer is fully aware of the services the Nursery can, and are able to, provide.
- Maintain a continual interaction with parents / guardians / carers, the latter are encouraged to visit the Nursery at any time to discuss their child's progress. The Nursery provides the following opportunities for on-going involvement with parents / guardians / carers:
  - Informal chats and discussions about the child's activities, interests, progress and the care provided at the beginning and end of each day when the children are dropped off / collected.
  - Daily routines are displayed in each room.

- Through a series of parent consultations where the parents / guardians / carers have the opportunity to look at examples of their child's work and discuss their interests and progress in a more relaxed atmosphere free from the immediate time constraints of a busy working day.
- If any parent is unable to attend on the parents evening an individual appointment can be made.
- By encouraging any parents / guardians / carers who have special interests, hobbies or skills to visit the Nursery to show the children.
- By writing at least a monthly newsletter about the Nursery, the children, their achievements, outings and trips, and any people making special visits to the Nursery.
- Contact books/Day Sheets are provided for younger children, and are used by staff to inform parents / guardians / carers of activities, snacks, food and drink carried out during the day.. Parents / guardians / carers are also encouraged to use these books to write comments in from home.
- Whiteboards are outside rooms for the older children – including information on activities, snacks, food and drink.
- Parents / guardians / carers are actively enabled to spend some time with their children if they wish to do so. This may be particularly valuable during the initial settling-in phase after the child joins the Nursery.
- A copy of the Nursery's Policies is kept on display at the Nursery for parents / guardians / carers to consult at any time and is situated in the Nursery office.
- Parents / guardians / carers are given access to their child's developmental records at any time and are encouraged to add their own comments.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time through the suggestion box located just inside the Nursery door. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

- Complaints may originate from children or their parents / guardians / carers (in the latter case these may arise either directly or through OFSTED), and even from the Nursery's own staff. Complaints may be received both verbally and in writing. All will be recorded.
- If received verbally, staff must ask if the parents/guardians/carers would like to make a formal complaint.
- Each instance of complaint must be reported to the Head of Nursery. Upon receipt of the complaint the Head of Nursery will complete the appropriate sections of a Complaint Record Form for appropriate action.
- Every effort will be made to resolve the complaint and to provide a full response to the complainant within 7-28 working days. All written complaints will receive a written response.
- If deemed necessary a meeting with the Head of Nursery and a Member of the BCT Board may be requested. Both parents and Head of Nursery should have a friend or partner / colleague present if required and an agreed written record of the discussion should be made.

- If the Nursery is unable to satisfactorily resolve the complaint within 7-28 working days then the complainant has the right to refer the complaint to the nearest regional office of OFSTED, details of which are as follows:

OFSTED  
National Business Unit  
Royal Exchange Place  
St Ann's Square  
Manchester  
M2 7LA

Helpline: 0845 40 40 40

- A complaint regarding any aspect of the care or education provided by the nursery, may be made direct to Ofsted, who will investigate the complaint, if preferred.
- Once the complaint has been resolved, the Head of Nursery will complete the relevant sections of the Complaint Record Form, which will then be signed-off. All records will be kept for at least 3 years.
- The Head of Nursery is responsible for maintaining all records relating to a complaint, using an appropriate Complaint Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

## Compliments

If there is a particular member of staff, activity or service you would have found helpful and supportive, we would like to know. This helps us to make sure we continue doing what it is you like, and to look at how we can improve things further. You can leave your comment in the suggestion box, or you can speak to a member of our team. If you prefer, you can speak to the directly to the management team

1. A questionnaire will be prepared and sent to the parents / guardians / carers of each child on an annual basis.
2. The questionnaire is designed to be as user-friendly as possible, and will focus upon the following key areas of the Nursery, its activities and overall services in the areas of care, welfare and education, and suggested recommendations for improvement. The views of parents / guardians / carers are therefore sought on:
  - 2.1 their perception of the atmosphere of the Nursery. How welcoming is it?
  - 2.2 their perception of the standards of cleanliness and decoration of the Nursery.
  - 2.3 the degree of involvement that they feel they have in the "Parents in Partnership" programme
  - 2.4 the level and quality of feedback received from the Nursery regarding their child's progress and development.
3. Completed questionnaires are forwarded to the Head of Nursery for assessment and are reviewed at staff meetings. Summaries of the questionnaire will be reviewed in respect of any action that may be necessary and setting targets.

4. Feedback will be given back to parents through newsletters or more personally if deemed appropriate or specifically requested.

### Compliments and Complaints Flowchart

