

Introduction

Hearts and Minds is committed to ensuring that all people involved with the setting are thoroughly satisfied with the care and education that we provide. We aim at all times to pay attention to the individual needs and wishes of both the children and the parents involved within our setting and as a result of this we endeavour to provide a high-quality service.

At Hearts and Minds the practitioners are always looking to enhance and develop their practice; and therefore, value and appreciate the opinions and suggestions of all who use the setting. Parents and visitors are encouraged to share their views with us on the comment cards which are located in the welcome area.

Although Hearts and Minds hope there will never be a time when any of our families are unhappy with the service we provide, we do however understand that from time to time there may be occasions in which our policies or practices may be queried. On such occasions we aim to deal with any concerns as promptly and efficiently as possible, in order to ensure that our commitment to high quality childcare is adhered to. This will be completed through the following four stages:

(Please note that for Safeguarding complaints, the Safeguarding Policy will be followed)

Stage One: Any cause for concern with regards to our practice should be taken up verbally with a member of the management team.

Stage Two: If you do not feel that appropriate action has been taken as a result of a stage one complaint, parents or visitors should then contact the Nursery Manager or Nursery Director. All stage two complaints must be put in writing, clearly stating any concerns. The Nursery Manager/Director will then investigate the complaint thoroughly and provide a written account of any issues and changes which have taken place. All complaints will be documented within the complaints log, which is situated in the office; each account will log the initial concern and any actions taken.

Under the Requirements of the Statutory Framework for the Early Years Foundation Stage. (DFE 2014),

"all providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received a complaint".

This requirement is met during 'Stage Two' of this policy.

Stage Three: In the unlikely event of the issue not being resolved after stage two, a meeting between the parents, nursery manager, key worker and any other staff member involved would take place. All minutes and information from this meeting will be formally documented.

Stage Four: If the matter is still not resolved then all parents have the right to contact the Office for Standards in Education (Ofsted) in order to voice their complaint. Ofsted will then investigate as appropriate and a record of this complaint and its actions will be retained in the setting and made accessible to all parents. All personal details however will remain confidential.

Parents can contact Ofsted by telephone or in writing at:

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 4666

These details are also displayed on our Parents Information Board.

Managers Signature: _____ Date: _____

Date for review: _____
