

Parental Feedback and Raising a Concern Policy

We believe children and their families are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We work in partnership with parents/carers and the community to create an environment where feedback is both sought and valued and where opportunities for growth and improvement are always seized upon. We always welcome suggestions on how to improve our services.

Praise and feedback

We appreciate positive feedback regarding our team and their practice and always ensure this is widely shared to allow our team to recognise their work is valued and appreciated. This also gives other team members the opportunity to develop their practice, if necessary, ensuring all children and their families receive an exceptional level of care throughout the nursery. We regularly seek out parents / carers and children's comments and views by the use of event feedback questionnaires, annual questionnaires and transition questionnaires to aid the continuous development of the nursery. We share with parents / carers any changes that we have implemented and adaptations we have made as a result of this partnership.

Procedures

Many concerns can be resolved quickly by an informal approach to the Manager. However, if this approach does not achieve the desired result the following procedures should be used.

Raising a concern

We are passionate about building a sincere relationship with parents and carers based on trust, honesty and openness. We have a respectful understanding of how important this partnership is in sharing one another's knowledge of a child to meet their individual needs. We would always encourage our parents / carers to approach us with any concerns that may arise during their time with us at Sweet Peas.

If a parent is unhappy about any aspect of the nursery's provision, concerns should first be raised with either the key person or Senior Childcare Practitioner. At this stage, the following information will be recorded:

- The nature of the concern including date and time.



- Action taken initially.
- The subsequent action.

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

Everyone involved with the discussion and outcome of a concern raised will be expected to treat information as confidential and will not discuss the situation with anyone else.

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery Manager. The Manager will aim to acknowledge any complaint within 24 working hours and will return to the parent with a resolution or details of any necessary further action within 7 days. The Manager will document the complaint fully and the actions taken in relation to it in the complaints log book. In the Manager's absence, the Deputy Manager will acknowledge the complaint and will then coordinate with the Manager thereafter.

If the problem is still not resolved to the parent's/carer's satisfaction, the parents/carers can request that the complaint and outcome be reviewed by the Managing Director. A formal meeting will be arranged and the nursery will make a record of the meeting and document any actions. All parties present at the meeting will be asked to review the accuracy of the record, sign to agree it and will receive a copy.

If necessary an external mediator may be appointed who is agreeable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action that has already been taken and suggest further ways in which the issue might be resolved. The mediator will keep all discussions confidential. They will keep an agreed written record of any meetings that are held and any advice which may be given. The involvement of the mediator represents the final stage in the complaints procedure.





The role of the registering authority (Ofsted)

In the unlikely event that a parent / carer feels the issue cannot be resolved and poses a serious concern to the care of their child or others within the nursery they may wish to escalate the complaint to Ofsted.

Details of how to contact OFSTED are available from the nursery office and displayed in our reception area.

OFSTED contact details:

Piccadilly Gate
Store Street
Manchester
M1 2WD

Registration Number. EY406850

Telephone Number. 0300 123 1231

We make sure that our record of complaints is available to Ofsted.

In some circumstances it will be necessary to contact the registering body regarding a complaint. Ofsted has a duty to ensure legislation and requirements are adhered to in order to encourage high standards.

