

Complaints and allegations Policy

Statement of intent

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the nursery's provision talks over, first of all, his/her worries and anxieties with the nursery leader.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the nursery leader/owner. •
- Most complaints should be able to be resolved informally at Stage1 or at Stage2.

Stage 3

- The parent requests a meeting with the nursery leader/owner. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within Early Years are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the nursery personnel (nursery leader/owner) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the nursery leader/ owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Allegations against staff

All staff are advised to minimise their time spent alone with children and be aware of risks in doing so.

If an allegation of abuse has been made against a member of staff the manager will follow the procedures of the safeguarding children policy. If an allegation is made against the manager another member of staff the deputy manager will report the matter directly to the owners.

If an allegation has been made concerning harm being made to a child by a member of staff LADO (local authority designated officer) will be informed within 1 working day by telephone and completed reporting form.

LADO: Denise Lingham 02392 437648 / 07584271526

Email: Denise.Lingham@portsmouthcc.gcsx.gov.uk

LADO will then advise and assist us on our investigation, and will inform us if the matter will need to be dealt with the police first, in which case we will hold off all

internal investigations until told we can proceed. Please see attached flowchart for more information.

Any member of staff who is dismissed on the grounds of safeguarding concerns or leaves under investigation for being unsuitable for work with children will be referred to the independent safeguarding authority (ISA)

Timescales

Stage 1 - first written warning, to remain on file for 12 months

Stage 2 – final written warning, to remain on file for 2 years

If a warning is given it will include:

The level of improvement required

The date by which it is to be achieved

What will happen if the improvement is not achieved

Instructions on how to appeal

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

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 address and telephone number of our Ofsted regional centre are:

Ofsted

Piccadilly Gate Store Street

Manchester

M1 2WD

About education or adult skills 0300 123 1231 About Children's services 0

300 123 1231 If you want to report concerns about practices and procedure for the

safeguarding of children and young people go to the Whistle blower hotline page

Helplines are open 8 am to 6.45pm Or by email --- enquiries@ofsted.gov.uk

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parent and nursery are informed and the nursery leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Signed:.....Manager/Owner

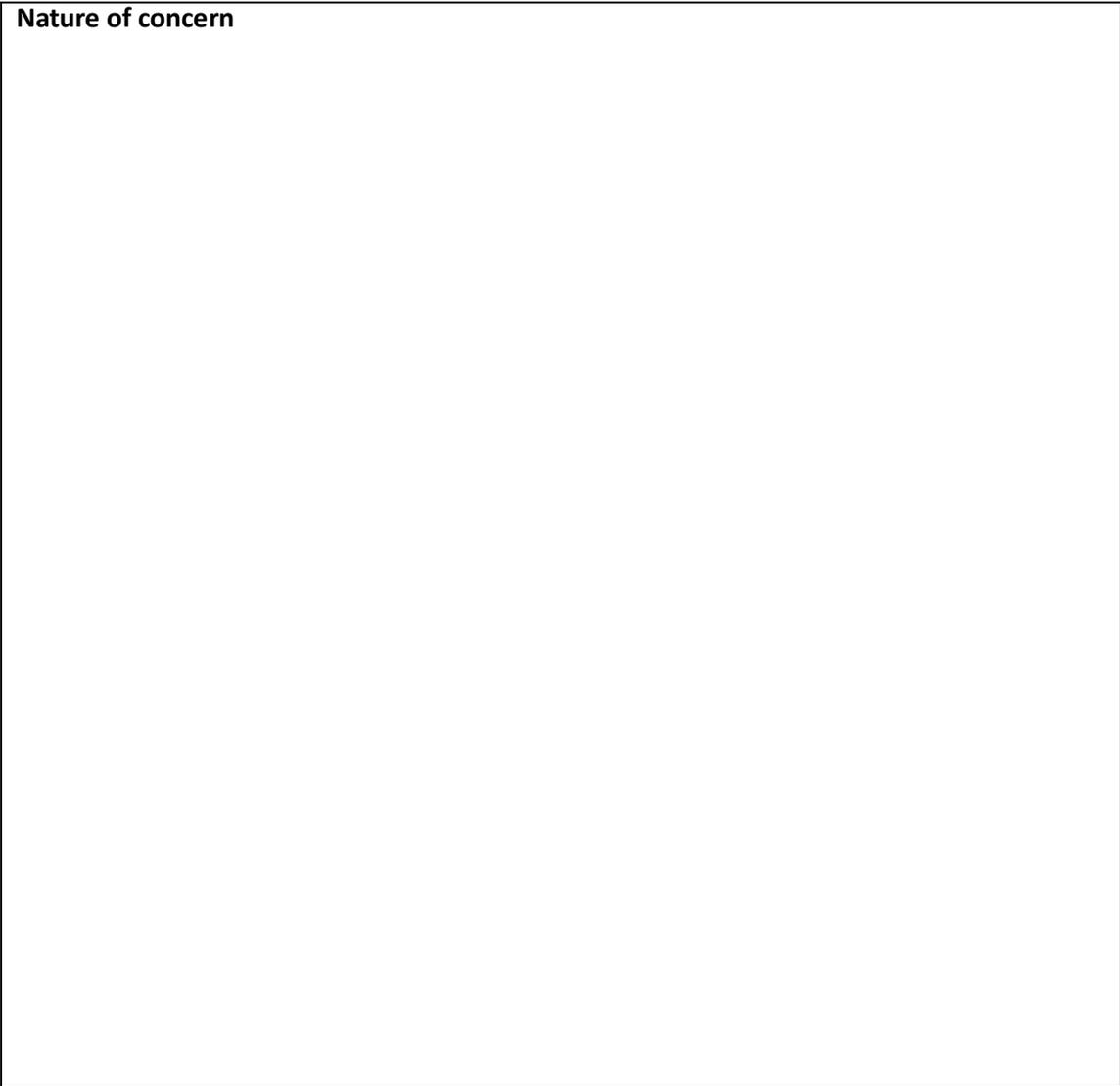
Dated: September 2015

Review date: September 2016

Complaints form

Little Paws nursery endeavours to bring all concerns about the running of the nursery to a satisfactory conclusion for all parents involved through informal discussion. If you feel your concern has not been dealt with satisfactorily please complete the following form and return to the nursery manager – Samantha Guy.

Nature of concern



A meeting will be arranged between the nursery manager and parent, both parties may have a friend or partner present if required.