

# Complaints Procedure

Dandelion Day Nursery and Kids Club is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending. We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting. It is the hope of Dandelion Day Nursery and Kids Club that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

## Stage 1

- Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Assistant Manager-Tracy Gould/Natalie Taylor.
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded.

## Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the Manager-Jill Proctor
- All complaints will be recorded in the Complaints Log, which is a requirement of the EYFS.
- The Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated the Manager will notify the complainant of the outcome within 28 days of having received the complaint.

## Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Chair of the Board.
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints Log.
- The signed record signifies that the procedure has concluded.

## Stage 4

- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED  
Complaints Investigation and Enforcement Team (CIE)  
The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231

The Complaints Procedure and above details will be displayed prominently within the setting.

Parents may approach Ofsted directly at any stage of this Complaints Procedure. In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children's Board. In these cases the setting Manager will work with Ofsted and/or the Local Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.