



## **Complaints**

Zeeba Daycare 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 nurseries and will give prompt and serious attention to any concerns about the running of our settings. We anticipate that most concerns will be resolved quickly by an informal approach.

If this does not achieve the desired result, we have a set of procedures to ensure all complaints are dealt with professionally, confidentially and efficiently.

Under normal circumstances, the Nursery Manager will be responsible for managing complaints. If a complaint is made against the Manager, higher management will conduct the investigation.

### **RECORDING**

Complaints (verbal and written) will be recorded in detail and logged chronologically in our Complaints Folder. Complaints must be kept on record for a minimum of 6 years.

The record of complaints must be made available to parents and Ofsted on request.

### **FORMAL COMPLAINT PROCEDURE**

#### **STAGE 1**

A parent who is uneasy about any aspect of the nursery provision should speak directly with the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. Most complaints should be resolved amicably and informally at this stage. Any parent who requires a written response to their concerns should request one at this stage.

The manager will record the issue and how it was resolved in the child's file.

If a satisfactory solution cannot be found, then Stage 2 of the procedure will formally come into operation.

#### **STAGE 2**

If the informal discussion does not have a satisfactory outcome, or if the problem reoccurs, the parent/ carer should make their complaint in writing to the Manager, giving as much information on the complaint as possible. The Nursery Manager will acknowledge receipt, in writing, of the complaint within 5 working days and give some indication of how and when the complaint will be addressed.

#### **STAGE 3**

The Manager will fully investigate the matter and ensure that the person who made the complaint is informed, in writing, of the full outcome of the investigation within 28 days of having received the complaint. This formal response will include action taken, recommendations and any amendments to the Nursery Policies or Procedures emerging from the investigation. If there is any delay the Manager will advise the parents/carers of this and offer an explanation. Details regarding the complaint will be logged in our Complaints Folder which is made available to Ofsted on request. If the manager believes that the complaint has Child Protection implication, they should inform their Local Authority Designated Safeguarding Officer and/ or Local Social Care department and Ofsted for further guidance. If they believe that a criminal offence has been committed, then the police will be contacted.



Local Authority Social Services:
LADO:
Ofsted: 0300 123 1231
Police: 999

#### **STAGE 4**

If the person who made the complaint remains dissatisfied with the outcome, they should contact the Director, Mr Tian van Emmenis, who is responsible for matters arising which cannot be resolved by the Manager and who will adjudicate the case. The Director will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Mr Tian Van Emmenis, Director: [info@zeebadaycare.co.uk](mailto:info@zeebadaycare.co.uk)

#### **STAGE 5**

Any parent/carer can, at any time, contact Ofsted if they feel the nursery is not meeting the EYFS requirements. Details of how to complain to OFSTED are displayed on the nursery notice boards.

Ofsted: 0300 123 1231 [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

#### **Records**

A record of complaints in relation to nursery or the children or the adults working in the nursery, is kept for at least six years; including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded. Records are available for parents and Ofsted inspectors to view on request.

The parents' copy will be a short summary of the complaint, date, actions and outcome but will not show personal information.