

Complaints

At Raised In, we are confident that you and your child will enjoy your time with us. We encourage parents/carers to communicate with the nursery team and to voice their appreciation of the team. In our ongoing partnership with parents/carers, we seek to provide prompt, careful attention to any concern raised to ensure an effective resolution. Where any concern or complaint relates to a child protection concern, Raised In follows our Safeguarding and Child Protection Policy.

Internal complaints procedure

Stage 1

If a parent/carer has cause for concern or any queries regarding the care or early learning provided by the nursery, they should talk with the child's key person or a senior member of the nursery team or room leader.

Stage 2

If the concern remains unresolved or parents/carers feel that they have received an unsatisfactory outcome, then they may present their concerns in writing as a formal complaint to the Nursery Manager. The Nursery Manager will investigate the complaint and report back to the parent/carer within 48 hours. The Nursery Manager will document the complaint fully and the actions taken in relation to it in the complaints log book. Almost all complaints are resolved informally at stage 1 or 2.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the Nursery Manager, parent/carer and a senior member of the Raised In team to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree to it and receive a copy. This will signify the conclusion of the procedure

Stage 4

If the matter cannot be resolved to their satisfaction, parents/carers have the right to raise the matter with Ofsted. Parents/carers can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, the date and time the complaint was received, action(s) taken, the result of any investigations and any information given to the complainant including a dated response.

All personal details relating to any complaint will be stored confidentially. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

By Post: Piccadilly Gate, Store Street, Manchester M1 2WD

Signed: Nicola Brimble, Head of Nursery

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This policy links to: Parents as Partners policy and Safeguarding & Child Protection Policy