

# Torwood and Daisychain Nurseries and Out of School Club

## Parent and Carer's Complaints Procedure

### Aim

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals, the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time a complaint may arise about some aspect of the setting, or an individual member of staff. Usually it should be possible to resolve any problems informally, as soon as they occur.

### Stage One

Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns, we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to set things right. We would recommend first voicing your concern with the settings managers Ella Howes or Rosie Lock. We hope that any issues of concern can be resolved at this stage within 5 working days.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below.

### Stage Two

To report your complaint with the Managers, please contact the manager directly via email.

The Manager may deal with the complaint directly or call a meeting with other members of management and yourself, to discuss the complaint in detail. If a meeting is called, the management will investigate the complaint within 10 working days. If the complaint involves another parent/child/staff member, they may be asked to attend a meeting, to answer appropriate questions. Any witness to the complaint/incident may also be called to attend a meeting. Written records of the meetings will be made.

### Stage Three

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the registered person **Mrs Samantha Packer (Proprietor)**. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. Advice may be sought by the club from appropriate organisations such as Ofsted and Croner.

We will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 10 working days. If there is any delay, we will advise you of this and offer an explanation. The registered person **Mrs Samantha Packer (Proprietor)** will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

The registered person **Mrs Samantha Packer (Proprietor)** may arrange a time to meet with you to discuss the complaint and our response to it. The final judgement will be made by Mrs Samantha Packer in consultation with relevant parties.

### If you are still unhappy?

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Applications, Regulatory and Contact (ARC) Team  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 1231231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Further Information**

- A copy of the “Parents – Ofsted contact number” poster must be displayed on the notice-board of the registered provision.
- As a registered provider all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days of having received the complaint.
- Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.

**This policy was adopted by:** The Management Team of Daisychain and Torwood

**On:** 15th January 2025

**Date to be reviewed:** 15<sup>th</sup> January 2026