## Tots 2 Toddlers

## Concerns and Complaints Policy

## Intent of Policy:

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Parents and carers are entitled to raise and concerns to report any complaints that they have about the nursery or its staff.

**Implementation of Policy:**

* Tots 2 Toddlers aim for a high standard of parent partnership; therefore, we urge parents to communicate any worries or anxieties. Parents should approach the nursery manager or deputy and we aim to resolve any issues at this stage. Concerns can be expressed formally by filling out a concerns form, which will then be acted upon promptly. Parent’s will also be invited to update meetings to review the concern and actions that have been taken.
* If this does not have a satisfactory outcome within 28 days, or if the problem recurs, the parent or carer should request for the concern to be escalated and this will then be taken to the nursery owner.
* During meetings parents may have a friend, relative or partner present if required and an agreed written record of the discussion should be made.
* If parents and owners cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
* Staff or volunteers within the nursery will be available to act as mediator if both parties wish.
* The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
* The mediator will keep all discussion confidential. She/ he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given.
* Complaints will be filed for three years.
* We believe that most concerns are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that concerns should be taken seriously and dealt with fairly and in a way that respects confidentiality.

**Ofsted Involvement**

* A parent has the right to contact the Ofsted helpline if they so desire.
* 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.
* There are several local officers who represent the Hampshire area you can contact them on:

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| * general helpline | **0300 123 4666** |
| * email | **enquires@ofsted.gov.uk** |

* Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

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| Review Date: | Signed: | Next Review Due: |
| 01/09/2021 | H Waller | 01/09/2022 |