

NURSERIES: Complaints POLICY AND PROCEDURE

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1 POLICY STATEMENT

3.75 *Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome.*

Page 39 Statutory Framework for the Early Years Foundation Stage 2021

University Hospitals Sussex Foundation Trust nurseries, strive to ensure that all children's individual care needs are met and looked after in a safe and caring environment, however we do recognise that sometimes problems can occur.

- 1.1 It is our aim to deal with problems as early and as quickly as possible.
- 1.2 The Nursery Manager or Deputy are readily available and will always find the time to discuss any matter.
- 1.3 Alternatively the Childcare Service Manager is able discuss any concerns a Parent or Carer may have.
- 1.4 Any complaints received from any Parent, Carer or Visitor will be dealt with in accordance with the University Hospitals Sussex Foundation Trust care official complaint procedure.
- 1.5 If the complainant or Nursery Management team believes that the issue has Child Protection implications, they must inform the Senior Designated Safeguarding Lead (Tracey Gregory, Childcare Services Manager) immediately according to the procedure set out in the Safeguarding and Child Protection Policy.
- 1.6 If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police.
- 1.7 The Nursery Manager will offer to meet the parent or carer concerned to discuss the complaint and the investigation and conclusion.
- 1.8 At all times the Nursery staff and Management team will seek to re-establish a positive and constructive relationship with the complainant.

2 COMPLAINTS MADE IN PERSON OR BY TELEPHONE

Where complaints are made in person, every effort possible will be made to ensure that they are resolved at the time they occur.

Should a complaint be made to a member of staff this should be escalated as quickly as possible to the Nursery Manager or Deputy Manager.

3 COMPLAINTS MADE IN WRITING

All complaints received in writing will be discussed with the Childcare Services Manager and/or Nursery Manager.

UHSussex Nurseries will acknowledge receipt of a complaint within 3 working days in writing to the complainant. A full investigation will be carried within 28 working days and a written reply will be sent (*outlined in the Statutory Framework for the Early Years Foundation Stage 2021*).

If there should be any unforeseen delays then a member of the management team will contact the complainant at the earliest opportunity.

The Childcare Services Manager and Nursery Manager will then take any necessary action for example; conduct meetings with individual and or staff teams. Should the sensitivity of the discussions require the individual to have support from an HR Relationship Manager will be arranged.

4 INTERNAL INVESTIGATION

UHSussex nurseries Nursery Managers will be responsible for the managing complaints on a day to day basis however should the complaint be of a significance which has caused a parent/carer considerable concern, or a complaint against a staff member, or the complaint warrants addressing above the Nursery Managers position this will be escalated to the Childcare Services Manager

- 4.1 A full internal investigation will be carried out; this will involve other staff members, possibly other users of the nursery such as a parent/visitor or outside professional.
- 4.2 A full written investigation will be discussed with the complainant to ensure they understand the findings and the measures that have been implemented.
- 4.3 If a complaint should be of the conduct or capability of a nursery employee then the Childcare Service Manager may require the support of the Trust's HR team. The investigation outcome maybe escalated to the HR Director for further action.

5 MAKING A COMPLAINT TO OFSTED

If a parent or carer does not feel that the investigation satisfactorily answered their complaint they can submit a complaint to OFSTED.

The OFSTED regulator for UHSussex NHS Foundation Trust Nurseries is:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 4666

Any complaints received will be kept in a Complaints Record file kept on the nursery premises and will be reviewed annually by the Managers.

6 PROVIDER NOTIFYING OFSTED OF A COMPLAINT, SERIOUS ACCIDENT, INCIDENT OR DEATH

If a complaint involves standard 55-57 of the Early Years Compliance Handbook 2019 the Childcare Service Manager or in their absence the Nursery Manger will report to Ofsted within the 14 days notification period.

Approval and Review	Details
Written Amendments 03/09/2021	Tracey Gregory, Childcare Services Manager
Reviewed Amendments	
Next Review Date	April 2023

Approval and Amendment History	Details
Written 27/09/2027	Tracey Gregory, Childcare Services Manager
Reviewed 27/09/2017	Samantha Scott, Sussex House Nursery Manager, Royal Sussex County Hospital
Notes	