



## **Complaints Policy**

At Windsor Kindergarten we aim to provide the highest quality care and education for all the children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy, prompt and appropriate attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome any suggestions on how to improve our setting at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of the team. If this does not achieve the desired result, the following procedures should be used.

The following policy sets out the procedure that the kindergarten follows in such cases.

### **Aims and Objectives**

We aim to be fair, open, and honest when dealing with any complaint. We consider all complaints and deal with them as swiftly as possible. If a response is via email, it will be conducted within 48 hours of receiving. We aim to resolve any complaint through dialogue and mutual understanding, and, in all cases, we put the interests of the child above all the other issues. We provide sufficient opportunity for any complaint to be fully discussed.

## **The Complaints Process**

### **How to share a concern**

If a parent is concerned about anything to do with our provision they should, in the first instance, discuss the matter with the key person. Most matters of concern can be readily dealt with in this way. All key people work very hard to ensure that each child is happy and making good progress. Key Persons always want to know if there is a problem so that they can act before the problem seriously affects the child's progress.

### **What to do if the matter is not resolved through informal discussion**

Where a parent feels that a situation has not been resolved through contact with the key person, or that their concern is of a sufficiently serious nature, they should arrange to meet with the Manager. The Manager considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.



### **Sharing a concern about the Manager**

Should a parent have a complaint about the Manager, s/he should first make an approach to the Director who is obliged to investigate it. The Director will do all she can to resolve the issue through a dialogue with the setting, but if a parent is unhappy with the outcome, s/he can make a formal complaint to OFSTED (see below).

### **How to take the matter further**

If you are not satisfied with the outcome of your complaint so far, please contact the OFSTED helpline on 0300 123 1231 or e-mail them at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). If you think your child or another child may be at risk of abuse or neglect in our setting, you should report your concerns immediately to SPA (**020 8547 5008**) and OFSTED. They will investigate all concerns to make sure child carers continue to meet the EYFS Standards.

### **Monitoring and Reviews**

The Manager and Director monitor the Complaints Procedure in order to ensure that all complaints are handled properly. The Manager logs all complaints received by the setting and records how they are resolved. These are to be located in the **Complaints File** located in the Office, which is accessible to parents at all times with supervision from a member of staff.

**We believe that most complaints 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 complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

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