



Comments, Compliments and Complaints

Introduction:

BCoT nursery believes that parents/carers are entitled to expect courtesy and careful attention to their and their child's individual needs and wishes. We consider comments, compliments and complaints as our opportunity to further improve the service we provide. Staff and parents/carers work together in a spirit of co-operation and the nursery responds quickly and appropriately in the event of a complaint.

We aim to achieve this through:

- Generating good relationships within the team.
- Promoting positive relationships between the team and parents/carers.
- Ensuring that parents/carers and all team members are respected and valued equally.
- Appreciating and valuing all complaints by responding rapidly.

We will provide for this through:

- Introducing ourselves to visitors and new parents.
- Proactively maintaining good relationships.
- Actively listening to people to pre-empt situations occurring.
- Ensuring all parties are kept informed of ongoing situations.
- Inviting feedback from parents/carers and the team and monitoring responses - A copy of this procedure is on the parent's notice board and a feedback box is provided in the nursery reception area.

Procedures:

- If a parent/carer or team member feels they have a cause to complain they may speak to the child's Head of Room, or directly to the Nursery Manager.
- Where a complaint is made to any member of staff other than the Nursery Manager, the Nursery Manager must be informed immediately by the member of staff.
- If a complaint is made verbally, but the complainant wishes for it to be formalised, the nursery will record the details and ensure the matter is followed-up.

- However the complaint is made, the complainant should expect a response as quickly as possible, and certainly within 5 working days.
- The Manager will meet with parents/carers and the team to discuss and rectify the problem.
- If necessary the Nursery Manager will investigate the complaint.
- To resolve the situation the Nursery may call upon the Nursery line manager - Deputy Principal Finance and Resources.
- Complaints will be recorded and dated in the Complaints Book including the final outcome along with any actions or recommendations for changes in policy/procedures.
- If the complainant is not satisfied with the final outcome they may appeal, within 10 working days, to the Deputy Principal Finance & Resources. At this point the college's complaints procedure will operate.
- Parents will also be referred to the contact details of Ofsted, if they feel they have not received a satisfactory response.

Significant events:

- In the event of a serious incident or significant event occurring, the nursery will notify Ofsted within 14 days of the event.
- The Nursery Manager will lead an immediate investigation and produce a written report identifying the nature of the event, cause, remedial actions taken and, if necessary, disciplinary actions to be taken.
- If the event directly involves the Nursery Manager then the investigation will be conducted by the Deputy Principal Finance & Resources.

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Compliments

- Positive feedback to the nursery team on their work is always welcome and appreciated.

- Parents/carers can use the box located in the nursery reception area to provide the nursery with valuable feedback.
- Compliments received through letters or email will be shared with the staff concerned, or with the whole team, but will not be made public unless the consent of the writer has been obtained.