

## 17. Complaints and Compliments Policy

EYFS: 3.74, 3.76

At La Petite Academy we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Children and Child Protection Policy.

### Internal complaints procedure

#### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager. If a parent sends a complaint via email straight to a manager, then the manager shall redirect them into the correct room for the room leader or key person to deal with.

#### Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery Manager or Assistant Manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS

requirements, and report back to the parent within fourteen days. The manager will document the complaint fully and the actions taken and the outcome in relation to it in the complaint's logbook.

(Most complaints are usually resolved informally at stage 1 or 2.)

### **Stage 3**

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted whenever they have a concern, including at all stages of the complaints procedure, and information on how to contact Ofsted is displayed in the setting. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response. Please refer to Complaints and Comments Leaflet.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request. We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

## Complaints Procedure for the Government Funded Entitlement

If you consider that your funded place has not been provided correctly, or the terms of your contract have not been fully explained, then you should make a complaint, initially in writing to the Manager of La Petite Academy Ltd. If you do not get a satisfactory answer to your complaint within 4 weeks, then you may send your complaint directly to the Directors of the nursery (Mr D J & Mr A Pickering) and you will receive a response within 2 weeks of it being received.

If you consider the complaint not to be dealt with satisfactorily, then you may contact the Local Authority and follow their complaints procedures. It is the responsibility of the Local Authority to ensure we are delivering our funded hours within the national guidelines and whilst we might not offer our funding in a way you might like to access it, the Local Authority can help you in finding a setting that might better suit your needs, if this is the cause of your complaint.

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

### Contact details for Ofsted:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

By post:

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This policy was adopted on	Signed on behalf of the nursery	Date for review
12/9/23	C. Daly	30/05/2024