

Mehria Wonderland Nursery



Complaints policy

Date agreed: 02/09/2023

Review date: 02/09/2026 (or sooner if required)

Signed: *Zia Razi*
Senior Manager

Signed: *Zile Humma*
Assistant Manager

Complaints Policy

This policy represents the agreed principles for complaints throughout the nursery. All nursery staff, representing Mehria Wonderland Nursery has agreed to the implementation of this policy.

Mehria Wonderland Nursery aims to provide the highest quality care and education for all our children. We welcome each individual child and family and provide to offer a warm and caring environment within which, all children can learn and develop through play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes and it is our intention to work in partnership with parents/carers, as this obligation is clearly instructed to be followed through in the EYFS (Early, Years, Foundation, Stage) framework. The complaints policy provides a good basis for understanding and put in place resolution when things appear to have gone wrong.

We accept that sometimes things do not always go according to plan and in such circumstances we want to know so that we can put them right and learn from our mistakes. Ultimately, improving the care and provision provided for everyone attending the setting.

Mehria wonderland Nursery is committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the proprietors will conduct the investigation.

All complaints made to staff will be recorded accurately and coherently and be filed away in the complaints log. Complaints will be filed and kept for a minimum of three years. The complaint log will be made available during an inspection.

Stage One – Informal concerns

- A parent/carer, who has a complaint about any aspect of the nursery's provision or about the conduct of an individual member of staff, should first try to resolve the problem by simply speaking to the individual concerned and/or Nursery Manager (Mr. Zia. Qazi). In the absence of Mr. Qazi, Ms. Zile Humma who is next in line as the setting's assistant manager will need to be approached when in need of expressing a complaint.
- If talking during a formal scheduled meeting, does not have a satisfactory outcome or if the problem recurs, then Stage Two of the procedure will formally come into operation.
- All staff members involved in informal concerns will keep written records, and will record the date on which the informal concern was raised.
- Every effort will always be made to resolve the problem at this informal stage, including, possibly, the offer of a conciliation meeting.

Stage Two- Formal complaints

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Mehria wonderland Nursery will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the nursery will advise the parent/carer of this and offer an explanation.

- The Manager will be responsible for sending the parent/carer a full and formal response to the complaint.
- The Manager will make a written record of the complaint and response which will be kept on file in the complaints file.
- The response will include recommendations for dealing with the complaint and for any amendments to policies or procedures emerging from the investigation
- This formal response will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate.
- If the Manager has good reason to believe that the situation has child protection implications, they will follow the procedure set out in the Child Protection Policy.
- If an allegation is made against an adult within the setting the Adult Supervision Policy will be adhered to.
- If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.
- The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the nursery's response to it.
- The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.
- If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the nursery's response will be passed to the proprietors of the setting who will adjudicate the case. The proprietors for Mehria. Wonderland. Nursery is: **Mr. Mehboob. Khan** and **Mr. Abdul Aziz Qazi**.
- This adjudication will take the form of a detailed response, including any actions to be taken, and will be communicated to both the Manager and the parents/carers concerned within 15 working days.

Making a complaint to OFSTED

Any parent/carer can, at any time, submit a complaint to OFSTED about any aspect of the registered childcare provision, as it is one of their rights. OFSTED will consider and

investigate all complaints received. The telephone contact number for **OFSTED** is **0300 123 1231**.

- Mehria Wonderland Nursery must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action that was taken as a result of each complaint.
- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.

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/carers that complaints are dealt with fairly and in a way that respects confidentiality.

Policy Declaration:

Full Name _____

Job Title _____

I confirm that I have read and understand the '*Complaints Policy*' and agree to abide by the expectations and practices laid out.

Print name: _____

Employee Signature: _____

Date: _____