

## Complaints and Compliments Policy

At Sunny Days we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

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 setting.

We have a formal process 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 Child Protection Policy.

### Internal complaints process

#### Stage 1

If any parent should have cause for concern or any queries regarding the care, early learning or administration provided by the setting, they should in the first instance take it up with an appropriate individual. This could be the child's key person or a senior member of staff, the Manager or Administrative Co-ordinator.

#### Stage 2

If the issue 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 setting manager. The manager will then investigate the complaint and report back to the parent within 14 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints logbook.

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

#### Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the Operations Manager/Director, manager, and parent to ensure that it is dealt with comprehensively. The setting 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 process.

#### 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 at any time they have a concern, including at all stages of the complaints process, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints relating to the care and quality of the service provided that suggests a provider may not be meeting

the requirements of the setting's registration. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

Should the complaint be related to an administrative issue that could not be resolved amicably. The setting will endeavour to seek further advice and support should this be deemed necessary.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to, 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.

Contact details for Ofsted:

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

Telephone: 0300 123 4666

By web: <https://contact.ofsted.gov.uk/contact-form>

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

Date of Policy Review:	15 <sup>th</sup> October 2023	
Date of Final Version:	1 <sup>st</sup> November 2023	
Final version signed off by:	Aimee Scadden - Operations Manager	Joy Scadden - Director
Date of Next Review:	16 <sup>th</sup> October 2024 or sooner if required	
Review to be undertaken by:	Aimee Scadden	