

# Complaints Policy and Procedure



At Freshlings we endeavour to provide the best possible service for all our families with the highest quality childcare and learning for children. We have an experienced team who follow written, working policies and procedures to ensure this outcome. However, we recognise that sometimes issues or concerns can occur, or standards may fall below required level; in this case we have a clear set of procedures to follow. We anticipate that concerns will be resolved informally, however if this is not achieved then the following procedures can be followed.

The views and opinions of our parents/carers are of great importance to us, comments; both positive and areas of improvement allow us to reflect on our practice to ensure we are providing the highest quality of care.

We may ask you for feedback or questionnaires periodically but welcome your feedback at any time.

## Our Procedure:

### Stage 1

- Approach your child's key person in order to speak to them to resolve the issue; particularly concerns with your child's day to day care.

### Stage 2

- If you feel the key person has not dealt with your complaint appropriately then you can approach the Team Leader within the room.

### Stage 3

- If you still feel that your concern has not been dealt with then you can speak to the Early Years Childcare and Education Development Manager of Freshlings Nursery and OFSTED Nominated Person Vicky Smith, who will investigate your complaint or concern.

Tel. 01752 588550

Email [vicky.smith@plymouth.ac.uk](mailto:vicky.smith@plymouth.ac.uk)

We hope that any issues can be resolved to your satisfaction by this point.

### Stage 4

- If you are not satisfied, then this will be dealt with formally and a meeting held between Vicky Smith (EYCEDM) and the parent to ensure

that it is dealt with comprehensively. A record of the meeting will be taken, and actions documented. A copy will be given to both parties.

### **Stage 5**

- If your problem cannot be resolved by these individuals then Ofsted, our registering body can be contacted at the below address:  
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD  
Registration Number: EY482014

A written record of all complaints; given to us both verbally or in writing will be kept according to the GDPR and Data Protection Act 2018 (see record keeping/information sharing policy) and they will be investigated, with notification of the outcome being sent to the complainant within 28 days. If the complaint involves a detailed investigation, we may store all information relating to this separately to the complaint.

We take all complaints seriously and aim to treat them with respect and confidentiality and consider these to identify any areas within our practice that require development. It is our intention to ensure that all parties feel their concerns have been dealt with efficiently and for parents/carers to feel confident in the process.

Should you have any questions regarding this process, please speak to a member of the Management team.