

# Honey Bears Nursery

## Complaints Policy

At Honey Bears Nursery, 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, promptly and in a caring manner 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 and Child Protection Policy.

### Internal complaints procedure

If you are unhappy with any aspect of the care your child is receiving please feel free to speak to the Officer in Charge (Carrianna) or the owners of the nursery Jean Myles or Justine Myles-Hutton. If you then wish to make a formal complaint then the following actions will take place;

#### **Stage 1**

Parents/carers to put complaint into writing

#### **Stage 2**

Complaint discussed with parents and notes taken

#### **Stage 3**

Complaint logged on a complaint sheet and signed by parents and officer in charge

#### **Stage 4**

Managers/ partners of the nursery, if necessary, will investigate the complaint fully- no staff will be told the names of parents or children involved in the complaint

#### **Stage 5**

Officer in charge to take necessary action to settle the manner- investigation and necessary action must be completed within 28 days

#### **Stage 6**

Feedback to parents and write up of actions taken to be written on complaint sheet and put into complaints file

#### **Stage 7**

Officer in charge/manager to inform Ofsted of the complaint and outcomes if necessary as soon as possible

### Stage 8

If the complaint is about an accident which involved a hospital visit RIDDOR (health and safety) are to be informed as well as Ofsted by the officer in charge/manager as soon as possible

### Stage 9

If after investigation of complaint, the parent wishes to take the matter further please contact Ofsted

### Contact details for Ofsted:

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

Telephone: 0300 123 1231

By post:  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>November 2008- updated and reviewed from November 2009-2017</i>	<i>D.Gamble</i>	<i>November 2018</i>
<i>October 2018</i>	<i>C.Baker</i>	<i>October 2019</i>
<i>October 19 reviewed</i>	<i>Cbaker</i>	<i>October 20</i>
<i>August 20 reviewed</i>	<i>Cbaker</i>	<i>August 21</i>
<i>August 21</i>	<i>cbaker</i>	<i>August 22</i>
<i>August 22</i>	<i>Cbaker</i>	<i>August 23</i>
<i>August 23</i>	<i>C baker</i>	<i>August 24</i>