

Complaints Policy and Procedure

We aim to provide the highest standards of care and education for all children. We believe that all parents and children should be treated courteously and with respect and that prompt and careful attention should be given to their needs, wishes and concerns.

IN ORDER TO ACHIEVE THIS WE WILL:

- Treat all children and parents with courtesy and respect at all times.
- Expect parents to treat staff and students with courtesy and respect at all times.
- Deal promptly with any concerns raised by parents about their child's care and education.
- Make every attempt to resolve concerns and complaints informally.
- Fully investigate any complaints made about the nursery.
- Welcome suggestions that may improve any aspect of the services that we provide.

PROCEDURE

The following procedure will be followed when a parent has concerns about any aspect of their child's care and education. Any concerns should initially be discussed with the child's key person or a member of staff based in the child's room. Wherever possible this should be done on the day the concern arose so that it can be dealt with promptly.

The staff member dealing with the concerns will make every attempt to resolve the matter with the parents. It is anticipated that most concerns will be resolved at this stage.

- If, following these discussions, the matter is unresolved and parents are still concerned, they should discuss their concerns with the nursery Manager who will make every attempt to resolve the matter with the parents.
- If, following these discussions, the matter is still unresolved and the parents are still concerned they should discuss the matter with the Manager.
- If, following these discussions, the matter is still unresolved and the parents are still concerned, they should put their concerns in writing to Lords day nursery Director who will fully investigate the written complaints and make every attempt to resolve the matter with the parents.

The Director will notify the complainants of the outcome of the investigation within 20 days of having received the complaint. The Director will keep a log of any complaints made, the outcome of any complaints and details of how they were resolved. Parents have a right to appeal against the outcome of this investigation to Lords day nursery. Parents should put their concerns in writing to the director via the nursery office.

This should be done within 10 working days of them receiving the outcome of the investigation. The Chair of Governors will consider the appeal fully and will notify the parent of the outcome of the appeal within 10 working days. All information relating to individuals involved in the complaint will be kept confidential. These records will be kept for a minimum of three years.

We are regulated by OFSTED (The Office for Standards in Education). Any parent who feels that their complaint has not been dealt with appropriately should contact OFSTED.

ADDRESS

THE NATIONAL BUSINESS UNIT (OFSTED)

PICCADILLY GATE

STORE STREET

MANCHESTER M1 2WD

[TEL:0300 123 1231](tel:03001231231)

14. WHISTLE-BLOWING POLICY

The whistle blowing procedure aims to help and protect both staff and children. By following the procedure you are acting to:

- Prevent a problem getting worse.
- Safeguard children and young people.
- Reduce the potential risks to others.

The earlier you raise a concern, the easier and sooner it is possible for the setting to take action. Lord day nursery is committed to the highest possible standards and recognises that staff, students and volunteers are often the first to realise that there may be something wrong within the setting. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or they may fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

The Public Interest Disclosure Act 1998 protects workers who raise concerns from victimisation or harassment. In accordance with that Act and its commitment to the highest standards of service delivery, Lords day nursery actively encourages its workers with concerns about any aspect of the setting's practice or any adult, volunteer or student's conduct to come forward and voice those concerns, in confidence, within the setting rather than overlooking a potential problem.

AIM:

The aim of this policy and associated procedures is to establish an internal procedure that will encourage and enable staff, students and volunteers to raise concerns about any aspect of the setting's practice, (which do not meet the criteria for being dealt with as a complaint or grievance), in confidence and without fear of reprisals.

Also to ensure the setting continues to work within Best Practice and Safeguard Children and Young People guidelines. Page 34 of 98 Scope. Concerns that should be raised via the whistle blowing policy may be in relation to the actions/behaviours' of other staff, students or volunteers, or about something that is perceived as:

- Unlawful
- Failing to comply with the setting's policy and procedures
- Poor practice
- Improper conduct Principles

THIS POLICY IS BASED ON THE FOLLOWING FUNDAMENTAL PRINCIPLES:

- All staff, students and volunteers have the right to raise concerns about perceived unacceptable practice or behaviour.
- The responsibility for expressing concerns about unacceptable practice or behaviour rests with all staff, students and volunteers.
- Lord Day nursery will not tolerate harassment or victimisation and will take action to protect workers when they raise a concern in good faith.
- Lord Day nursery will do its best to protect a whistle blower's identity when he/she raises a concern and does not want his/her name to be disclosed. However, if the concern raised needs to be addressed through another procedure, e.g. disciplinary procedure, the worker may be required to provide a signed statement as part of the evidence. In some circumstances Lord Day nursery may have to disclose the identity of the worker without his/her consent, although this will be discussed with the worker first if possible. Appropriate advice and support will be made available to staff, students and volunteers who raise concerns.
- Those who raise concerns will be kept informed of the progress and outcome of any investigation.
- Lord Day nursery will not tolerate malicious allegations, this may be considered a disciplinary offence.

PROCEDURES:

Procedures for reporting and investigating 'whistle blowing' concerns have been developed to ensure that:

- Staff or volunteers can raise concerns (no matter how small they may appear) internally as a matter of course, and receive feedback on any action taken.
- Concerns are taken seriously and dealt with quickly and appropriately.
- Staff and volunteers are reassured that they will be protected from reprisals or victimisation for whistle blowing in good faith.
- Staff and volunteers can take the matter further if they are dissatisfied with the setting response and seek external advice and guidance.
- Issues raised are addressed via other procedures and policies as appropriate, e.g. safeguarding policy, allegations against an adult working in a setting, grievance, disciplinary, health and safety.

- Appropriate records are maintained for monitoring purposes. Raising a Concern Staff, students and volunteers should raise concerns with the manager or parent committee.

CONCERNS SHOULD BE RAISED IN WRITING AND INCLUDE:

- Reference to the fact that it is a whistle blowing disclosure.
- The background and history of the concerns.
- Names, dates and places (where possible)
- The reasons why the individual is concerned about the situation.
- Staff who feel unable to put concerns in writing, can telephone or meet either the manager or a member of the parent committee.

WHO SHOULD YOU CONTACT?

You should contact one of the following people in confidence:

1. Lord Day nursery Manager: *Tanique McDonald*
2. The Director of Lord Day nursery Tanique Mcdonald
3. Parent's committee: (to be set up)

INVESTIGATION:

The action taken will depend on the nature of the concern. All matters raised (with the exception of allegations of abuse against a staff member / volunteer, or criminal or unlawful activity) will be investigated internally. The appropriate person/s will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and whom to contact should the worker be unhappy with the response and wish to raise the matter.

If the investigation cannot be completed within the timescale above, the individual should receive a response that indicates:

- Progress to date
- How the matter is being dealt with
- How long it will take to provide a final response.

In order to protect individuals, initial enquiries (usually involving a meeting with the individual raising the concern), will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that raise issues that fall within the scope of other policies/procedures, will be addressed under those procedures. Some concerns may be resolved at this initial stage simply, by agreed action or an explanation regarding the concern, without the need for further investigation.

If you do not feel that the complaint has been dealt with effectively or you still have concerns, you have a right to refer your concerns to:

1. Ofsted.
2. LADO; Nick Pratt) 0203 373 3392
3. Multi Agency Safeguarding
4. Newham child protection team 0203 373 4600
5. Safeguarding assessment team / 0207 364 5606
6. Children Social Care Out Of Hours (5pm onwards) 0207 364 5606
7. Police Child Protection, (999 if an emergency)

15. ANIMALS IN THE SETTING

Pets visiting Lords day nursery are free from disease, safe to be with children and do not pose a health risk. Our Nursery pets are free from disease, safe to be with children and do not pose a health risk.