



Comments, Compliments & Complaints Policy

1. Purpose

At Little Dragon's Day Nursery, we are committed to providing high quality services and continually improving our provisions. As a result, it is essential that we are made aware of what we are doing well and where we need to improve. We also understand that we may not always be providing the care and quality that our parents or customers might expect. As a result, we have a robust complaints procedure in place to ensure that cases of dissatisfaction are identified, dealt with, communicated, and monitored.

2. Legal framework

This policy adheres to the requirements set out in the Consumer Rights Act 2015.

This policy relates to sections 3.74 & 3.75 of the Statutory Framework for the EYFS.

3. Leaving comments & compliments

There are several informal ways of providing our nursery with comments or compliments relating to our provisions:

- Verbally communicate with the employee(s) that the comment or compliment concerns
- Phone or email the nursery manager that the comment or compliment concerns
- Anonymous feedback surveys are distributed to nursery parents and staff on a regular basis

4. Complaints procedure

Stage 1 – Raising concerns

If a parent or customer have any cause for concern or any queries regarding the care or quality of provisions that we are providing, they should in the first instance take it up with the child's key person or the senior member of staff with which it relates. If the response they receive is not satisfactory, the concern should be raised to the manager who will strive to resolve the issue informally.

Stage 2 – Raising formal complaints

If the issue remains unresolved or parents/customers feel they have received an unsatisfactory outcome, then they must present their complaint in writing (through email, letter, or completing a complaints form) as a formal complaint to the Nursery Manager (or a Partner if the complaint relates to the nursery manager). The manager will then:

- Acknowledge the complaint within five working days
- Investigate the complaint and communicate the outcome to the complainant as soon as possible, but within 28 days of the initial complaint
- Document the details of the complaint on a monitoring form in order to track trends
- Ensure that a Partner is made aware of the complaint and sent copies of files relating to the complaint



Stage 3 – Appealing the outcome of the complaint

If the matter has still not been resolved to the satisfaction of the complainant, then they should notify a Partner:

- Kate McLeod – kate@littledragonsnursery.com

The Partner will acknowledge the complaint, before investigating the complaint and initial outcome. They may decide to invite the relevant parties to a meeting with the aim of resolving the issue. Any formal outcome will always be communicated to the complainant in writing.

5. Reporting to regulatory bodies

Regulatory bodies can be contacted at any time, including during any stage of the complaint’s procedure.

Ofsted – If the matter relates specifically to childcare and has not been resolved to the satisfaction of the complainant, parents/carers have the right to raise the matter with Ofsted. Ofsted can be contacted via:

- Phone – 0300 123 1231
- Email – enquiries@ofsted.gov.uk
- Post (Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD)

Companies House – If the complaint is business related, anybody has the right to complain to Companies House. Examples might include committing fraud, false advertisement of a service, owes you money, or causing harm to suppliers or customers. Companies House have different complaints procedures depending on the nature of the complaint; to identify the correct procedure or contact details, please refer to: <https://www.gov.uk/complain-company>

Information Commissioner’s Office (ICO) – If the complaint relates to the handling of your personal information and the implementation of our Data Protection Policy, then you can complain directly to the ICO. We encourage all concerns to initially be communicated to a Partner to investigate or action your concerns. More information on how to complain to the ICO directly can be found on the following page: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

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