



Complaints Policy & Procedure

Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively, courteously and solutions are implemented which satisfy both the parent/carer and the setting. We aim to, if a parent/carer believe that Snuggle Bunnies Childcare (Nursery) are not meeting the Early Years Foundation Stage requirements they can contact Ofsted and use this as an opportunity to evaluate the practice of the setting and improve quality.

Definition

Complaint: 'An expression of dissatisfaction about our action, lack of action or standards of service whether justified or not'.

Who is responsible?

It is the responsibility of assistant to inform the childminder (manager) of a complaint and the childminder (manager) will aim to handle all childcare complaints. However, assistants are trained in the procedure for handling complaints. The childminder (manager) will make every attempt that a full and fair investigation in an efficient and effective way will be actioned.

Procedure for parents/carers

What to do first:

- Most concerns and complaints can be resolved quickly by speaking to the childminder (manager). All workers will make every effort to resolve your question informally. Workers will make every attempt to understand what the parent/carer felt went wrong and will explain their own actions to you. Workers will ask what you would like the setting to do to make it better for you. This does not mean that in every case they will come to the same point of view, but it will help you and the setting

to understand both sides of the question. It may also help to prevent a similar problem arising again.

Next steps:

- You can make a complaint if you are dissatisfied with the response of the assistant to the childminder (manager). The complaint can be made in writing or making an appointment to discuss a problem. The childminder (manager) will ask you to meet to discuss the issue. In the meeting you may ask a friend or someone else to join in the meeting if you wish. The childminder (manager) will investigate the complaint and may interview any staff members and/or talk to children involved. You will then receive a written response, responding to your given account, sharing our findings within a 28-day period, that you may wish to discuss with the childminder (manager). The letter will include what action/s the childminder (manager) will take as a result of the complaint.
- If the complaint is regarding the childminder (manager) and you have addressed the problem and you are still dissatisfied, you can make a complaint to Ofsted.

If you are still dissatisfied follow the procedure below:

Similarly, if the complaint is not dealt with to your satisfaction please write to Ofsted.

Contact details:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: enquires@ofsted.gov.uk

Tel: 0300 123 1234

Our procedure for dealing with concerns and complaints:

- We want parents/carers to understand that their concerns are being adhered to and listened to
- Once the complaint is received the parent/carer will receive a letter of acknowledgement within 7 days.

- A parent/carer may want a preliminary discussion about an issue to assist whether s/he wishes to take it further.
- The childminder (manager) will record the complaint and investigate the complaint and may interview any staff members and/or talk to children involved.
- Parents/carers will then receive a written response, responding to their given account, sharing our findings within a 28-day period.
- The childminder (manager) will create an action plan of the finding and agree with the parents/carers
- If parents /carers do not agree to the action plan in the initial meeting, then we will discuss an alternative option.
- If parents/carers are still unhappy then you can contact Ofsted.

Last Updated/Reviewed On:	SIGNITURE
08/03/2020	C. Morgan
30.11.2020	C. Morgan
12.03.2021	C. Morgan