COMPLAINTS AND FEEDBACK

At Little Holland 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 and promptly 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 otherwise able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Children Policy.

# INTERNAL COMPLAINTS PROCEDURE

### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or room leader.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they are asked to present their concerns to the nursery manager June Oliver. Where possible, these concerns should be presented in writing. However, if a parent chooses to raise a complaint over the phone or in a meeting with the manager, then the manager will note down the details of the complaint and share that with the parent for their confirmation.

The nursery manager can be reached by:  
Email: office@littleholland.co.uk  
Telephone: 01255 317200 (and ask to speak to June)  
Post: June Oliver, Little Holland Nursery, 44 York Road, Clacton-On-Sea, CO15 5NN

In Person: by asking any member of staff at the nursery

The manager will then investigate the complaint and report back to the parent within 7 days. The manager will document the complaint fully and the actions taken in relation to it.

(Most complaints are usually resolved informally at stage 1 or 2.)

### Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy.

### Stage 4

If the matter is not resolved by the above steps, parents will be able to schedule a meeting with the Nursery Director/Owner, Ben Spielman. The parent is welcome to bring a friend or partner if they prefer, and the nursery director may involve some of the management team unless the parent has requested not to do so. The Nursery Director will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree to it and receive a copy.

**Note:** If a parent wishes to contact the Nursery Director directly instead of following the above steps, they are welcome to do that at any time. This can be done either by asking the manager to arrange for the Nursery Director to speak with the parent, or by messaging on the nursery app.

### Stage 5

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery’s registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

# RECORDS

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

# 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

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.