



Department/Section/s	Childcare
Review Cycle:	3

Review Date	Approver	Changes Summary	Signature
Adopted NDNA10/05/22	CMc		<i>[Handwritten Signature]</i>

Complaints and Compliments

At Manchester Settlement Nursery, Out of school club (OOSC) and child and family services 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 welcome and 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, out of school and child and family services.

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 Children and Child Protection 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 or OOSC, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within three working days.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery/OOSC manager. The manager will then investigate the complaint and report back to the parent within 5 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

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

Nursery, OOSC and childcare services Manager contact details;
Clare McGlone 0161 974 1300/1306 claremcglone@manchestersettlement.org.uk

In the event the complaint is about the Manager parents can contact the Chief Executive directly, contact details;
Adrian Ball 0161 974 1302 adrianball@manchestersettlement.org.uk

Stage 3

If the matter is still not resolved, the nursery/OOSC will hold a formal meeting between the manager, senior manager and parent/s within 10 working days to ensure that it is dealt with comprehensively. The nursery/OOSC 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. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, 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 and other childcare services in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's/OOSC registration. It risk assesses all complaints made and may visit the nursery/OOSC to carry out a full inspection where it believes requirements are not met. The Board of Trustees will be notified of all serious complaints and those that reach Stage 4.

A record of complaints will be kept at the nursery/OOSC. 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.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately. Complaints will be audited termly by the manager.

Contact details for Ofsted:

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

By post: Ofsted, Piccadilly Gate, Store Street, Manchester, M11 2WD

Manchester Settlement registered Number: EY408887