

## **Procedure for Complaint**

### **National Standard 12**

### **Outcomes Framework; Be Healthy, Enjoy and Achieve, Stay Safe, Make a Positive Contribution, Organisation.**

#### **Why?**

Little Achievers and Headstart are committed to providing a fair and consistent approach to the handling of sources of dissatisfaction by its customers.

This procedure seeks to secure a satisfactory solution to concerns or complaints and to resolve the issue as near to the source of dissatisfaction as possible, Thus avoiding continuing problems and ensuring the best possible service is maintained.

This procedure is intended to cover the following circumstances:

- An individual complaint by a customer of our nursery
- An individual complaint by a visitor to our nursery

#### **How?**

In compliance with National Standards for Children, our complaints procedure details are display at all times on our Parent Information Boards.

If possible we encourage that the complaint is discussed with the Team Coach (Room Leader) If a satisfactory response is not available, then the issue should be brought to the attention of the Team Leader (nursery manager) by the person involved and the Team Coach. Following a discussion, which must be recorded on attached complaints log, if a satisfactory solution is not found, the complaint should be submitted formally to the Team Leader.

The complaint will be investigated, by the Team leader, and a response provided within 5 working days.

If the concern is not resolved at this stage, the matter will be passed to a director of the Company. A response will be given within a further 5 working days.

If the complainant feels the complaint has not been fully investigated or resolved, they may contact our regulatory body OFSTED.

Early Years Team  
Ofsted  
3<sup>rd</sup> Floor  
Royal Exchange Buildings  
St. Ann's square  
Manchester  
M2 7LA

Tel: 0845 601 4772

If the complaint is about a Sure start nursery nurse working within the nursery setting then this procedure will be followed. The Learning & Childcare Team Leader would be informed and included with the investigations. (LA@RCC only)

A record of all complaints and the outcomes will be documented. This is available to all Parents wishing to see this at any time. All complaints are confidential and no names will be used.

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