



## **Compliments and Complaints Policy**

Rainbow Nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We aim to offer a welcome to each child and family to provide a warm and caring environment within which all children can learn and develop as they play. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the practitioners concerned.

As you have the right to express if you are happy with the service we provide, you are also entitled to express if you are unhappy with the service. Complaints are dealt with professionally and promptly to ensure that any issues arising from these are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### **Stage 1**

Parents/carers/children and practitioners can discuss their concerns or grievances openly and in private with a member of the management team, the child's key person or senior management. If the outcome is not resolved to your satisfaction, then the complaint will be taken to stage 2.

### **Stage 2**

If a satisfactory outcome has not been reached in stage 1 or if the problem is recurring the complainant should:

- Put the complaint in writing to the management team at Rainbow.
- A member of the management team upon completion of the investigation will meet with the complainer to discuss the outcome.
- All complaints will be recorded and kept in a confidential file.

Complaints are summarised and stored in a file that can be viewed on request by visitors, parents and any other parties.

### **Stage 3**

If issues are not resolved in stage 2 complainants will meet with senior management and the proprietor of Rainbow. All parties if required may be accompanied by a partner or friend to ensure issues are dealt with in a non-bias way.

### **Stage 4**

If at stage 3 a satisfactory outcome can still not be met then the complainer has the right to be accompanied by an external mediator that is agreed by all parties. All discussions and actions taken are documented. This allows all parties to be advised on appropriate and acceptable ways of resolving a situation.

In the case of a safeguarding allegation against a member of staff, please refer to the Safeguarding Children policy.

At any point throughout all four stages, if needed the complaint can be reported to Ofsted. Rainbow Nursery will inform Ofsted if a complaint were to reach stage 3.

**Ofsted can be contacted at:**

Tel: **0300 123 1231** (correct as of 20/10/2020)

This policy was reviewed in October 2020

This policy will be reviewed in October 2022 or before if there are any changes in legislation.

Signed: 

Lisa Watson  
Early Years Nursery Manager