



## Complaints Policy

### **Scope of procedure**

The procedure below is not intended for suggestions relating to general issues that will affect all parents and children. Any suggestions in relation to general policy (such as staffing, hours of opening, choice of toys, equipment, pricing etc.) should be made to a member of the ACE Parents Committee. These suggestions will be included on the agenda of the ACE Parents Committee, and discussed at the next scheduled meeting.

### **Informal resolution**

At ACE, we aim to meet the needs of the children and encourage you to communicate any worries you may have to a member of staff on a day-to-day basis. If an issue arises or something doesn't go to plan, we want to put things right and learn from any mistakes. Most issues are usually resolved quickly and informally with your child's key person or with the Headteacher/Manager. If you wish to talk to staff and feel that you may take more than a couple of minutes of staff time, or if you want to discuss issues of a confidential nature, please arrange a mutually convenient time to avoid disturbing the children.

### **Complaint to ACE Parents Committee**

1. If your complaint is not resolved to your satisfaction informally or if you have a complaint which you feel is inappropriate to take to your child's key person or to the Headteacher/Manager (including complaints concerning the nursery's fulfilment of the EYFS- Early Years Foundation Stage, requirements), please contact the Chair or, in the event that the complaint concerns the Chair, the Secretary of the ACE Parents Committee ('the Chair (or Secretary)') outlining your complaint in writing. Contact details for all members of the ACE Parents Committee are displayed on the wall in the entrance area and also in each newsletter.
2. The Chair (or Secretary) will within three days of receiving your complaint notify you of the three members of the ACE Parents Committee nominated to investigate your complaint ('the Complaints Committee').
  - a) If the complaint is made about a member of the ACE Parents Committee, that member will not be eligible to sit on the Complaints Committee.
  - b) You are entitled to object, without reason, to any one member of the Complaints Committee. Such an objection must be made to the Chair (or Secretary) within three days of your being notified of those nominated.
  - c) If an objection is received, the Chair (or Secretary) will nominate another member of the ACE Parents Committee to serve on the Complaints Committee.
  - d) When the membership of the Complaints Committee is finalised, the Chair (or Secretary) will nominate one member to act as Secretary of the Committee.

3. The Chair (or Secretary) will send the complaint to the members of the Complaints Committee within three days of the Committee's membership being finalised (whether by approval or by passage of time under 2(a) above).
4. The Complaints Committee will investigate your complaint and make a recommendation to the ACE Parents Committee.
  - a. The Complaints Committee may ask to meet with you and/or any other person. Records will be made of any meeting which takes place and the participants will receive a copy in writing within three days of any meeting.
  - b. Following any meetings (and no more than ten days after receiving the complaint), the Complaints Committee will make a recommendation which it will send to the Chair (or Secretary) to take to the ACE Parents Committee.
  - c. The ACE Parents Committee (excluding, if the complaint is made about a member of the ACE Parents Committee, that member) will consider the Complaints Committee recommendation and either adopt it without amendment or adopt it subject to amendments within six days of the recommendation being sent to the Chair (or Secretary).
  - d. The decision to adopt the recommendation or adopt with amendments may be made at a scheduled meeting, an extraordinary meeting convened for that purpose or by e-mail circulation.
5. The ACE Parents Committee's decision will be sent in writing to the complainant (and to any other interested person, including any person who had a meeting with the Complaints Committee) within three working days of the recommendation (or amended recommendation) being adopted.
6. If you do not feel the matter has been appropriately resolved, please telephone or write to the Office for Standards in Education (Ofsted), with which this nursery is registered, at the following addresses (post or email):

Ofsted Early Years  
Attention of Complaints  
Royal Exchange Building  
5th, 6th and 7th Floor  
Piccadilly Gate  
Manchester  
M1 2WD  
[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)  
Early Years Helpline: 0300 123 1231

7. Records of all complaints (written and verbal), are kept in compliance with the EYFS Welfare Requirements and are available on request for all parents to see. To maintain confidentiality personal information will be removed from the record.

**Please also refer to our:** Whistle-blowing Policy and Safeguarding and Child Protection Policy

**Policy adopted by ACE Parents' Committee and staff team:** Spring term 2019

**Review Date:** Spring term 2020

**Signed on behalf of ACE:** *Lisa Tuohy*

**Position:** Headteacher

**Signed on behalf of ACE:** *Sarah Piotrowski*

**Position:** Manager