

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 communication of any worries or concerns you may have to a member of staff on a day-to-day basis. We hope to alleviate concerns and resolve issues quickly and informally through discussions with your child's key person, or one of the management team: Lisa Tuohy – Headteacher, Gemma Spence – Deputy, Diana Church – Third in charge. Confidential discussions can be arranged at mutually convenient times during the day.

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 Management team (including complaints concerning the nursery's fulfilment of the EYFS requirements), please contact the Chair or, in the event that the complaint concerns the Chair, the Secretary of the ACE Parents Committee outlining your complaint in writing. Contact details for the Chair of the ACE Parents' Committee is: ace.parents.committee@gmail.com
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):

Complaints, Regulatory and Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

enquiries@ofsted.gov.uk

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 - to maintain confidentiality personal information will be removed from the record.

Policy Adopted: Spring term 2024

Review Date: Spring term 2025

Signed: *Lisa Tuohy*

Position: Headteacher

Signed: *Hanna Ochalik-Baca*

Position: Manager