

Complaints Policy

We believe that our nursery users are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns about the running of the centre. We anticipate that most concerns will be resolved quickly and efficiently. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Complaints Procedure

Stage 1 (Informal)

At Bizzy Bees we try to ensure that the service we provide is of the highest quality, however, there may be occasions when you feel we could do something better. We are always prepared to listen to any ideas or concerns that are raised, by parents, staff or children and will use them to try to improve the service we offer in the future.

If you feel uneasy about any aspect of our provision you should, first of all, if possible, talk over your worries and anxieties with: -

- a) Your child's Key Person or Room Senior
- b) The Centre Manager (Lisa Burgin) or Assistant Manager (Linda Stoney)

Stage 2 (Formal)

If stage 1 does not have a satisfactory outcome, or if the problem recurs, you can make a formal complaint in writing (forms available in the Reception Office) or by E-mail to either: -

Mrs Lisa Burgin, Centre Manager,
Beighton Bizzy Bee Family Childcare Centre,
Off School Road, Beighton, Sheffield. S20 1EG
E-mail info@bizzybeesbeighton.co.uk

The Board of Trustees,
c/o Beighton Bizzy Bee Family Childcare Centre,
Off School Road, Beighton,
Sheffield. S20 1EG
E-mail info@bizzybeesbeighton.co.uk

A written reply acknowledging receipt of the complaint, as well as an indication of how and when the investigation will proceed will be sent to the complainant within 5 working days.

If the incident breaches registration requirements or has child protection implications Bizzy Bees is obliged to report it to OFSTED and (in the case of child protection implications) the local safeguarding services.

Stage 3

The Management must investigate the formal complaint and give an account of the findings and any action taken, in writing, to the parent who made the complaint within 28 days of the date of receiving the complaint. This action applies to children on the EYFS register (3 months to 5 years).

Stage 4

If the complainant still remains dissatisfied after this internal investigation has taken place, you are advised to take your complaint to OFSTED. The address and telephone number of our OFSTED regional Centre is: -

OFSTED,
Piccadilly Gate,
Store Street
Manchester.
M1 2WD

OFSTED complaints telephone hotline is 0300 123 4666 or you can email them at enquiries@ofsted.gov.uk.

The role of the OFSTED Early Years Directorate and the Area Child Protection Committee

Parents may approach OFSTED directly at any stage of this complaint's procedure, on

Tel: **0300 123 4666**. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED as the registering and inspection body who have a duty to ensure the welfare requirements are adhered to.

If a child appears to be at risk, Bizzy Bees must follow the procedures of the Sheffield Safeguarding Hub – 0114 273 48 55.

In these cases, the parent is informed, and the Manager works with OFSTED or the Area Child Protection Team to ensure a proper investigation of the complaint and appropriate action is taken.

Record of Complaints

All records of all complaints against our nursery are kept. This must include the date, source and nature of the complaint, the welfare requirement it relates to, how it was dealt with and the outcomes/action.

Appropriate confidentiality will be maintained when filling in the record. This means that we should not name the person making the complaint or any persons (adults and children) that relate to the complaint. *(See appendix 1 – How to complete a Complaint's Record)*

This record must be shared with any parent who asks to see it, as well as with OFSTED and is retained for 3 years. All information gathered as part of an investigation will be kept separately from the Record of Complaints in a locked filing cabinet in line with Data Protection requirements.

A separate record of Informal Concerns and Compliments is also kept for monitoring purposes.

Informal Concerns Procedure

At Bizzy Bees we try to ensure that the service we provide is of the highest quality, however, there may be occasions when you feel that we could do something better. We are always prepared to listen to any ideas or concerns that are raised, by parents, staff or children and will use them to try to improve the service we offer in the future.

Informal concerns can be dealt with by Room Seniors, Manager or Assistant Manager who may record it for monitoring purposes in the concerns/complaints file.

Formal complaints submitted in writing or by E-mail must be recorded in the record of complaints file using the Complaints Record.

How Informal Concerns/Complaints should be handled

Any parent indicating, they have a concern or wish to make a complaint about the nursery or a staff member, should be directed straight to the Manager on duty who will carry out the following -

- Listen to the complaint/concern.
- If needed, make notes of what the complainant has said.
- Ask the complainant if he/she wishes to make a formal complaint in writing. In this case a copy of the complaints policy and complaints form will be given.
- Advise the complainant that the matter will be investigated and that they will be informed of the outcome.
- If the complaint involves a member of staff, their comments will be added to the report.
- Advice may be needed from outside agencies e.g., OFSTED, if appropriate.
- Both the complainant and (if applicable) the staff member involved will be kept informed of the progress of the complaint and any outcome.
- All discussions will be kept confidential between those involved.
- Record the concern in our record of concerns book. This will be monitored at Management meetings.

The Registering Authority - OFSTED

Will need to be brought in: -

- If a child appeared to be at risk
- Where there seemed to be a breach of EYFS Standards

Welfare Requirements

- All complaints notified in writing or by E-mail, by a parent of a child attending the setting, must be investigated and the complainant must be notified in writing of the findings and outcomes within 28 days.
- Where a complaint relates to a welfare requirement it must be recorded on a **Complaints Record Sheet** and retained for 3 years
- Records of complaints must be made available to any parent wishing to see them or OFSTED and so should be written so as to protect the identity of everyone involved.

Appendix 1: How to complete the complaints record

Records will be shared with any parent who asks to see them as well as with OFSTED. Confidentiality will be maintained when completing the records. The persons making the complaint will not be named neither will persons (adults and children) that relate to the complaint.

A. Source of complaint

Record who made the complaint.

B. Nature of complaint

The record is intended only for complaints relating to the welfare requirements. It will be recorded here which one or more welfare requirement the complaint refers. All details associated with the complaint will be recorded without using any names.

C. How it was dealt with

Information on how the complaint was investigated will be provided. For example: -

The process that was taken to ensure that the complaint was fully investigated, such as interviews, reviews of records.

Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child.

Any referrals made to an external agency, for example local authority environmental health departments or social services.

D. Actions and outcomes

Details of the outcome of the investigation will be provided. For example: -

Any action(s) identified

Any actions set or taken by OFSTED

Any action taken by another external agency, where permission has been granted to do so.

The outcome of the investigation, identifying any areas where improvements could be made to our provision.

If, as a result, any member of staff has been dismissed following the investigation and if so, under what circumstances. If a member of staff has been dismissed for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing OFSTED on **0300 123 4666**

An account of the findings of the investigation and any action taken will be shared with parents at the setting. This will be done within 28 days from the date the complaint was made. This can be achieved by sharing the record.

Complaints Form

Please return completed form to Mrs. L. Burgin (Centre Manager)
Beighton Bizzy Bee Family Childcare Centre,
Off School Road, Beighton, Sheffield. S20 1EG

Procedure for making a formal complaint

Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not resolve the situation parents should: -

Make a formal complaint in writing to either: -

Mrs Lisa Burgin, Centre Manager at the above address or to

The Board of Trustees, at the above address

Your complaint will be acknowledged in writing within 5 days and an investigation will be instigated.

You will receive a written account of the findings of the investigation and any action we have taken or propose to take as a result of the complaint within 28 days.

If you are unsatisfied with the outcome, you should contact the OFSTED complaints help line on 0300 123 4666, or you can write to at OFSTED 3rd Piccadilly Gate, Store Street Manchester M1 2WD. You may approach OFSTED directly at any stage of this complaint's procedure.

All parties involved will be made aware of the complaint/concerns and be given the chance to have their say before a decision is made. All parties will be informed of the outcome of the investigation.

In order for us to keep you informed of the outcome of our investigation please supply your: -

Name	Phone No.
Address	
Please outline your complaint as fully as possible below:	
Signed	Date

Thank you for bringing this to our attention. We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality. We will notify you of the outcome of our investigations within 28 days of receipt.