



## Complaints and Suggestions policy

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved. The manager is available for discussions in person or on the phone to discuss any concerns.

We encourage parents and carers to feedback on our progress at any time, so we welcome positive feedback to assist us with our reflection and continuous development of our services.

*Bright Eyes encourage feedback from parents through:*

- Family Nursery Management system
- Online reviews
- Questionnaires
- Meetings Your Childs Key Person
- One to one conversation

We keep a 'summary log' of all complaints held in our separate complaints folder in the office. This is available to parents as well as to Ofsted inspectors.

### **Making a complaint/ giving a suggestion**

Any parent who has a concern or suggestion about an aspect of the setting's provision talks over, first, his/her concerns with the manager on duty at the time of their visit to Bright Eyes.

Parents can also contact us by calling 01726 73259 Town 01726 821711 Clays or emailing [Tara@brighteyescornwall.co.uk](mailto:Tara@brighteyescornwall.co.uk)

Complaints should be resolved amicably and informally at this stage.

If an initial discussion of a concern does not have a satisfactory outcome, or if the problem continues or reoccurs, the parent is requested to put the concerns or complaint in writing to the Nursery Manager

- The setting stores all written complaints from parents in the complaints folder with a completed complaint log to detail if the complaint was against a failure to meet a statutory duty within the EYFS.

- When the investigation into the complaint is completed, the settings manager meets with the parent to discuss the outcome. This will be followed with a summary email of the meeting to the parent. This must be completed within 28 days of the complaint. This will all be logged and kept in the complaints folder.
- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the settings manager. The parent should have a friend or partner present if required and the manager should have the support of the owner, or the assistant manager, present. A written record will be taken and shared and signed with all parties. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Log.
- If at the meeting the parent and setting cannot reach agreement, the setting seeks advice to source an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator keeps all discussions confidential. She/he can hold separate meetings with the manager and the parent if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- When the mediator has concluded her/his investigations, a final meeting will take place between the parent and manager. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

If the complaint is against the suitability of a member of staff/adult within the setting, we follow the procedure for an Allegation against staff within our safeguarding policy.

Parents may approach Ofsted directly at any stage of the complaints procedure and may also choose to contact Ofsted without notification to the setting. In the event of receiving a complaint the setting should contact a representative from the Early Years Improvement Team for advice as this may be a trigger an Ofsted inspection.

Ofsted details for complaints are available on our notice board in the foyer

Parents can also contact Ofsted on [www.ofsted.gov.uk/contact-us](http://www.ofsted.gov.uk/contact-us) and complete a contact form or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or by writing to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

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Signed By Nursery Manager