



Leapfrog Neighbourhood Nursery

# COMPLAINT

## PROCEDURE

ACTIVE LEARNING THROUGH PURPOSEFUL PLAY

## Policy statement

At Leapfrog we strive to provide the best possible service for our children and families. We value parents and welcome their opinions and feedback in order to help us to evaluate and continue to improve our service.

We appreciate that from time to time problems and/or issues may arise.

Parents who are unable to understand or read written English or have a sensory impairment or special communication needs will be provided with an appropriate version of the complaints procedure or be given appropriate assistance so that they can understand and register a complaint if they so wish.

Leapfrog encourages all parents to share any concerns they may have regarding the running of the nursery as soon as a problem or issue arises. In this respect the setting believes that dealing with a concern at an early stage is the best way to prevent a problem from escalating.

All concerns will be taken seriously and thoroughly investigated no matter how minor and Leapfrog will aim to resolve any issues straight away, preferably speaking to the parent in person wherever possible. All concerns will be dealt with courteously and promptly in order to reach a satisfactory outcome for both the parent and the provision and we will seek to resolve the concern and agree a course of action with the parent.

Confidentiality of those concerned (adults and children) will be maintained, with only those who 'need to know' being aware of their identity.

Leapfrog has a clear procedure of how to deal with concerns and complaints. Firstly we would ask a parent, where possible, to talk to the team leader. If the issue cannot be resolved by the team leader or the issue is in relation to a member of staff, we ask the parent to contact the manager. If the issue cannot be resolved by the manager or the issue is in relation to a manager, we ask the parent to contact the provider.

If the issue cannot be resolved by the provider or the parent feels unable to raise the concern with the nursery then the parent may wish to contact Ofsted directly.

## Formal written complaints

There may be an occasion when a parent wishes to make a formal written complaint.

All complaints will be investigated in line with the EYFS requirements and the parent will be notified of the outcome of the investigation within 28 days of having received the complaint.

The nursery will keep a written record of any complaints, and their outcome and made available to Ofsted on request.

Written records of complaints will include the date of the complaint, how it was made, the details of the complaint itself, who the complainant was, the EYFS requirement to which it relates, how the complaint was dealt with and by whom, actions proposed or taken, whether the record has been shared with the complainant and when and they will be signed and dated by the staff member who completed the record.

If the issue cannot be resolved by the provider or the parent feels unable to raise the concern with the nursery then the parent may wish to contact Ofsted directly.

### **Ofsted**

**Piccadilly Gate, Store Street  
Manchester,  
M1 2WD  
0300 123 4666**

Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate the provider will agree the appropriate course of action with Ofsted.

Ofsted parent poster detailing how to contact Ofsted is displayed in the entrance of the nursery you can tell Ofsted anything about your child's childcare including Is the childcare good? Can it be made better? Do you have any concerns?

## Training

We understand that any staff member may receive a complaint, particularly a verbal one, so all staff will be trained to understand the complaints procedure and know how to deal with parental concerns and complaints in professional manner. All staff must ensure that the manager is made aware of all complaints however minor.