Wolfson College Day Nursery
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01865 274085
daynursery@wolfson.ox.ac.uk
https://www.wolfson.ox.ac.uk/nursery

Wolfson College Day Nursery

Complaints and Compliments Policy

EYFS: 3.74, 3.75

At Wolfson College Day Nursery we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We aim to provide the highest quality care and education for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

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 nursery and parents/staff that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader or speak to the Day Nursery Manager/ Deputy, at a mutually convenient time or tel: 01865 274074. The Manager/Deputy will respond to any complaint as quickly as possible. A record of this meeting will be kept and signed by both parties

Stage 2

If parent/staff and the Manager/Deputy cannot reach an agreement, the Home Bursar will be asked to listen to both sides and offer advice. Complaints will be recorded and dated on a complaints form and kept in the Complaints file kept in the Managers office, along with the standard/Outcome that it relates to. The outcome of the investigation will be recorded, along with the action that has been taken. Parents will be informed in writing of the outcome of the investigation and any action taken within 28 days of the original complaint date. These records will be kept for 21 years.

Reviewed; 13/7/18 (LP, BC), 26/7/19 (LP, BC)

The manager will document the complaint fully and the actions taken in relation to it in the complaints log book and inform the Home Bursar.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter cannot be resolved at this level then parents are asked to write, in confidence, to the:

The Home Bursar

Wolfson College

Linton Road

Oxford

OX2 6UD

The Home Bursar will help define the problem, review the action so far and suggest further ways in which it might be resolved. The Home Bursar will keep all discussions confidential. He will keep an agreed written record of any meetings that are held or any advice he has given and make a record of the meeting and document any actions. The nursery will hold a formal meeting between the manager, parent and Home Bursar or a senior staff member to ensure that it is dealt with comprehensively. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

In these cases both parent and nursery would be informed and would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Or you can write to us at:

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the nursery	Date for review
26/7/19	*Barry Coote*	July 2020

Reviewed; 13/7/18 (LP, BC), 26/7/19 (LP, BC)