



CONCERNS AND COMPLAINTS POLICY AND PROCEDURE

POLICY

1. Purpose and scope

- 1.1. At RAFA Kidz, we hope that parents/ carers are happy with the service provided at all times. However, we recognise that occasionally you may have some concerns or wish to make a complaint.
- 1.2. We welcome any suggestions from parents/ carers on how we can improve our services, and will give prompt and serious attention to any concerns that parents/ carers may have. We will handle any complaints promptly and professionally. The welfare of children in our care is really important to us. We want to maintain cooperative partnerships with parents/ carers and continually improve the quality of the nursery.
- 1.3. We have a formal procedure for dealing with complaints where we are not able to resolve a concern informally. This policy applies to all external concerns and complaints. Internal complaints by staff should be dealt with through the Grievance Procedure. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.
- 1.4. RAFA Kidz aims to:
 - Handle complaints in an efficient manner to ensure quality provision.
 - Deal with complaints fairly and quickly.
 - Treat all complaints as valuable opportunities to learn from mistakes and improve our practice.

2. Privacy and Confidentiality

- 2.1. The privacy of all complainants and any staff member named in a complaint is respected, treated with the utmost confidentiality and disclosed on a 'need to know basis' and in line with Data Protection legislation. No reference to complaints will be placed on any staff's record unless disciplinary action is taken.

3. Assistance

- 3.1. We will assist parents/ carers to make their complaint where it is needed. The assistance will be available throughout the complaint process.

4. Recording Complaints

- 4.1. A record of complaints will be kept in the nursery and stored confidentially. 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.
- 4.2. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.



PROCEDURE

Stage 1

If any parent/ carer 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.

Stage 2

If the parent/ carer feels the matter is still not resolved satisfactorily, then they can share their concerns with the nursery manager by telephone or by requesting an informal meeting. The nursery manager will then investigate the concern and report back to the parent/ carer as soon as possible and at the latest within ten working days. The nursery manager will document the concern fully and the actions taken in relation to it. Most concerns are usually resolved informally at stage 1 or 2.

Stage 3

If the parent/ carer feels the matter is still not resolved satisfactorily, then they should put their concerns in writing by letter or email to the nursery manager. The nursery manager will investigate the complaint and fully brief the area manager. This is so that the complaint can be recorded centrally and the area manager can advise. The parent/ carer will be notified of the outcome of the investigation within 28 days of having received the written complaint.

Stage 4

If the parent/ carer feels the matter is still not resolved satisfactorily, then they should write to the Board of Directors of RAFA Kidz Limited at its registered office: Atlas House, Wembley Road, Leicester, LE3 1UT. Or via email to hello@rafakidz.org.uk. The Board will investigate and respond within 28 working days. If the investigation cannot be concluded within this time, the Board will write to the complainant to advise when the investigation is likely to be concluded.

Stage 5

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.

Contact details for Ofsted:

Email: CIE@ofsted.gov.uk

Telephone: 0300 123 4666

By post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

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.