



# Poppins Day Nursery

## Complaints Policy & Procedure

### Our Policy

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Poppins Day Nursery aims to exceed the statutory framework welfare requirements provided by Ofsted. However if a member of staff or parent wishes to place a complaint about the Nursery, this procedure must be followed.

### Our Procedure

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The following procedure should be followed if a complaint is received.

1. In the first instance please speak to the nursery Manager to see if the complaint can be resolved. This should be recorded on a complaints form and will be filed to maintain confidentiality.
2. Complaints should be recorded in writing, and will be investigated. We will notify you in writing of the outcome of the investigation within 28 days of having received the complaint.
3. If you are still unhappy with the outcome you can complain to our registering authority OFSTED.
4. If the complaint is an allegation of abuse against a carer/member of staff then that member of staff must be suspended immediately pending investigation, social services contacted and OFSTED informed of the allegation. The above procedure will still be followed.
5. We will inform Worcester County Council/Babcock Early Years and Childcare services of any complaints received, so that they can work with us to resolve issues raised.
6. When the complaint has been dealt with the complaint form should then be filed in the complaints folder and locked in the office cabinet and kept for at least 3 years.



## Whistle Blowing

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- Poppins Day Nursery is committed to delivering high quality nursery care and prides itself in having an 'open door' policy.
- A staff member who, acting in good faith, wishes to raise such a concern should report the matter to the manager who will advise the staff member of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible.
- If an employee feels the matter cannot be discussed with the manager, he or she should contact the nursery owner (Sue Tredell). If this is not possible he or she should contact an Early Years Advisor or OFSTED on 0845 601 4772 for advice on what steps to follow.
- A disclosure in good faith to the manager will be protected. Confidentiality will be maintained wherever possible and the employee will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within Poppins Day Nursery.

### **OFSTED Contact Details:**

Ofsted

Piccadilly Gate

Store Street

Manchester

M12WD

Telephone: - 0300 123 1231

**Please note the Manager must be informed of any complaint immediately**

Policy review

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This policy will be reviewed annually or when an incident occurs or if there are new local or national policies and procedures. The review process will be led by the Manager and the DSL and include all those working in the setting.