

**The Strawberry Patch Nursery and Pre-school**  
**1.11 Complaints & Compliments Policy**

### **Policy Statement**

**“The Strawberry Patch is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment”**

At The Strawberry Patch Nursery and Pre-School, we consider that our children and parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We welcome suggestions on how to improve our setting and the service we provide and will take seriously any concerns about the running of the nursery, safety and operating procedures, parents are welcome to email us on [info@strawberrypatch.co.uk](mailto:info@strawberrypatch.co.uk), call to speak with Emma Marsh or Rachel Baillie, and the Ofsted information parent’s poster is situated in the cloakroom entrance area.

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, outlines of procedures for dealing with complaints are listed below. All formal complaints are recorded according to Ofsted requirements. If it is thought that a child is at risk, The Strawberry Patch Child Protection policy will be applied.

The Manager and staff aim to bring all concerns about the quality of care and operating procedures of The Strawberry Patch to a satisfactory conclusion for all of the parties involved.

### **Complaints Procedure**

- If the complaint is regarding provision or operating procedures, the complainant can request a meeting with **Emma Marsh (Manager)** or Rachel Baillie (**Operations Manager**) to discuss their worries or anxieties.

If the desired result has not been achieved via an informal approach, parents can write directly to the **Manager/Owner - Emma Marsh** and the following action will be taken;

- Parent or complainant will be invited to a meeting with the manager and day manager to fully discuss their concerns. Any safety requirements will be agreed beforehand.
- Parent or complainant may bring another person with them.

An external mediator might be helpful, one who is able to listen to both sides and offer advice. **(A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved.)**

- The mediator will keep all discussion confidential. She/he will meet within the setting if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given.
- Notes taken at the meeting will be distributed to all parties within seven days.
- Management staff will investigate the complaint, take action as appropriate and notify parent or complainant within 28 days of the initial meeting.
- All complaints will be treated seriously and always recorded in the appropriate file.
- However, minor they may seem all complaints will be investigated and the result will be confirmed with the complainant.

- ***The nursery is registered with a legal company called ‘Peninsula’ who advise on all management, staffing, employment and health and safety issues, they will be contacted for advice throughout.***

### **The role of the registering body**

Parents may approach the Office for Standards in Education, Early Years Directorate (Ofsted), to register a complaint. If there appears to be a possible Breach of our registration requirements, serious accident, injury or child protection issue. In these cases, both parent/complainant and nursery would be informed and a full investigation of the complaint would be carried out followed by the appropriate action.

Ofsted must be notified to ensure the Statutory Framework for the Early years Foundation Stage (EYFS) Welfare Standards are adhered to.

***Quote the Strawberry Patch Nursery Ofsted registration number EY [245165](#)***

Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken, as a result of each complaint.

***Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else***

**Contact name, address and telephone number of the Early Years directorate:**

**Ofsted  
Applications, Regulatory and Contact (ARC) Team  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
[0300 123 1231](tel:03001231231)**

**[WWW.ofsted.gov.uk/early-years-and-childcare](http://WWW.ofsted.gov.uk/early-years-and-childcare)**

**Signed:** RBaillie

**Date:** September 2020

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