



## COMPLAINTS PROCEDURE

This policy should be read in conjunction with the Bilton Grange Complaints policy.

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### INTRODUCTION

Bilton Grange School has long prided itself on the quality of the teaching and pastoral care provided to its pupils and we will apply the same quality to Little Grange Nursery. However, if parents do have a complaint, including in the Early Years Foundation Stage, they can expect it to be treated by Little Grange Nursery in accordance with this policy. Complaints may start with lesser “informal concerns” that a parent may raise and often these will be dealt with swiftly as part of ‘stage 1’ before they get to ‘complaint’ status. If they cannot be resolved informally, the concern will be dealt with as a complaint under stages 2 and, if need be, 3.

Children will not be penalised if they or their parents raise a concern or make a complaint in good faith; it is important to note however that complaints cannot be made anonymously as this makes it impossible to investigate and communicate regarding the concerns expressed.

We constantly strive for high quality childcare which meets the needs of our families. Whilst aiming to achieve the highest standards of care and education and to foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

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### ACKNOWLEDGEMENT OF COMPLAINT

All complaints received will be acknowledged within 2 working days. We will always endeavour to respond substantively in as short a timeframe as possible; however, it often takes some time to investigate fully and collate the necessary evidence. We will always keep parents informed of our progress.

#### Stage 1 – Informal Resolution

It is hoped that all concerns will be resolved quickly and informally. If a parent/carer has a complaint about an aspect of the setting’s activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Nursery Manager. We are committed to open and regular dialogue with parents/carers and we welcome any comments or suggestions parents/carers may have about our service.

- In the first instance parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Nursery Manager should be approached, and they will try to resolve the problem. If the Nursery Manager cannot resolve the matter alone, it may be necessary for them to consult the Assistant Head Pre-Prep or the Deputy Headmaster.
- Concerns raised directly with the Deputy Headmaster or Assistant Head Pre-Prep will usually be referred to the Nursery Manager unless the Deputy Headmaster or the Assistant Head Pre-Prep deems it appropriate for them to deal with the matter personally. Any concerns relating to the Deputy

Headmaster or the Assistant Head Pre-Prep must be raised with the Headmaster of Bilton Grange who is also a Director of Little Grange Nursery.

- The individual dealing with any concerns will make a written record of them including the date on which they were received. Should the matter not be resolved within 7 days or in the event that a satisfactory resolution cannot be found, then Stage 2 of the procedure will formally come into operation.

### **Stage 2 – Formal Resolution**

- If the concern cannot be resolved informally, then the parents should register a complaint by putting their concern in writing to the Nursery Manager. The Nursery Manager will decide, after considering the complaint, the appropriate course of action to take. Relevant names, dates, evidence and any other information regarding the nature of the complaint should be included.
- In most cases, the Nursery Manager will meet the parents concerned, normally within 7 days of receiving the complaint, to reassure them that the matter is being taken seriously and to discuss the matter. If possible, a resolution will be reached at this stage.
- If the Nursery Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children's Board (LSCB), per the procedure set out in the Safeguarding Children Policy
- It may be necessary for the Nursery Manager to carry out further investigations.
- The Nursery Manager will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Nursery Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Nursery Manager will give reasons for her decision.
- Again, if the concerns relate to the Nursery Manager, they must be raised with the Assistant Head Pre-Prep, who will decide the appropriate course of action and communicate their decision directly to the parents concerned.
- If the parents are still not satisfied with the decision, they should proceed to the Appeals procedure as outlined in Stage 3 of this policy.

### **Stage 3 – Appeal**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Headmaster of Bilton Grange for consideration by the Directors of Little Grange, of which he is one. Other Directors must not be contacted directly.
- The Headmaster will acknowledge the complaint, and, upon ascertaining the prior history of the complaint, form a Complaints Panel to hear the appeal.
- Such a hearing will take place as soon as practicable and normally within 14 days, although the time taken to investigate the complaint may require a longer timeframe.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint. Each of the Panel members shall be appointed by the Headmaster to suit the needs in each case; if appropriate, one member of the Panel will be wholly independent of the management and running of Little Grange Nursery.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. Neither legal representation nor the presence of a nursery assistant at Little Grange will be appropriate.

- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall usually complete within 7 days of the Hearing unless there are good reasons why a longer time frame will be required, in which case this will be explained to all parties. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Nursery Manager and, where relevant, the person complained about. A copy of those findings will be available for inspection on Little Grange's premises by the Headmaster and Directors.

If, after Stages 1 to 3 have been completed and the complainant is still not satisfied, they should contact ISI or Ofsted to discuss these concerns further:

A written record is kept of all formal complaints, and of whether they are resolved at Stage 2 or proceed to a panel hearing and, ultimately, whether they are upheld or not. A record will also be kept of actions taken by the nursery, regardless of the outcome of the complaint.

The record of complaints will be kept for at least three years.

If they so wish, parents are entitled to contact ISI and Ofsted if dissatisfied with the school's response.

ISI – The Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA, telephone number 020 7600 0100. Alternatively e-mail [concerns@isi.net](mailto:concerns@isi.net) or telephone 020 7776 8830. The ISI website is at [www.isi.net](http://www.isi.net)

Ofsted – Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD, telephone number 0300 123 1231. Alternatively e-mail [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

Parents will be notified of the outcome of an investigation within 28 days of having received the complaint.

Little Grange Nursery is required to provide Ofsted and ISI, on request, with a record of all complaints made during any specified period, and the action which was taken as a result of each complaint. Parents can be assured that all concerns and complaints will be treated seriously with due regard to confidentiality, with disclosure of documents and information only to those officers, governors and advisers of the school who have a direct role in resolving the issue. Correspondence, statements and records relating to individual complaints will be kept confidential to Little Grange Nursery except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

A summary log of all complaints should be kept in the Complaints Folder. Identities will be protected. The Complaints Folder should be made available to parents and Ofsted. Parents must be given the Complaints Log by the Nursery Manager if requested.

Any complaints or suggestions will be used to improve our service offering.

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Review Date: August 2025

Responsible Person: Gareth Jones (Director)