

Written February 2022

Reviewed by JH 20/10/2024

## COMPLAINTS POLICY

Humming Bees Day Nursery believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Humming Bees Day Nursery welcomes suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns about the running of the premises. We anticipate that most concerns will be resolved quickly, by an informal approach with the Nursery Manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns to a satisfactory conclusion within 7 days of receipt of the complaint (verbal or written).

### Procedure

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome will be kept in a "summary log" of all complaints. Any complaints that reach stage 2 or beyond are filed in the complaints folder, this is to be made available to parents as well as to SEYT inspectors on request.

### MAKING A COMPLAINT

#### STAGE 1

Any parent who has a concern about an aspect of the nursery's provision should bring this to the Nursery Manager in the first instance.

- Most complaints should be resolved amicably and informally at this stage
- Humming Bees Day Nursery records the issue and how it was resolved in the child's file

#### STAGE 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints, the form may be completed by the Nursery Manager and signed by the parent
- Humming Bees Day Nursery stores all information relating to written complaints from parents in the complaints folder
- When the investigation into the complaint is completed, the Nursery Manager meets with the parent to discuss the outcome
- Humming Bees Day Nursery informs parents of the outcome of the investigation within 28 days of him/her making the complaint
- When the complaint is resolved at this stage, Humming Bees Day Nursery log the summative points in Summary Complaints Log which is made available to SEYT on request

#### STAGE 3

- If the parent is not satisfied with the outcome of the investigation, he or she has a right to

appeal against the outcome of this investigation to the CEO, Jennifer Heald. Parents should put their concerns in writing to [contact@hummingbeesdaynursery.com](mailto:contact@hummingbeesdaynursery.com). This should be done within ten working days of the parent receiving the outcome of the investigation. Jennifer Heald will consider the appeal fully and will notify the parents of the outcome of the appeal within ten working days.

- If a meeting is necessary, this will be arranged with the Nursery Manager and the CEO. The parent may have a friend or partner present if they prefer.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, Humming Bees Day Nursery log the summative points in the Summary Complaints Log

#### STAGE 4

- If at the stage three meeting the parent cannot reach agreement with the Nursery, Humming Bees Day Nursery invite an external mediator to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved
- The mediator keeps all discussions confidential. S/he can hold separate meetings with nursery staff and the parent if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### STAGE 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the Nursery Manager and CEO is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone presents at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of Guernsey States Early Years Team (SEYT)**

- Parents may approach SEYT directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the settings registration requirements, it is essential to involve SEYT as the registering and inspection body with a duty to ensure the EYQFS are being adhered to.
- Parents can complain to SEYT by the complaint form on the SEYT website, by telephone or in writing at: STATES EARLY YEARS TEAM, Le Rondin School and Centre, Rue du Landes, GY9 ODP. (01481 228313)
- If a child appears to be at risk, Humming Bees Day Nursery follows all Safeguarding procedures as laid out in the Safeguarding policy

- In the case of a Safeguarding issue, both the parent and the Nursery must work with SEYT to ensure a proper investigation followed by appropriate action

The Nursery will work together with the MASH team and be following ISCP guidelines

(<http://iscp.gg/>)

### **Records**

- A record of complaints in relation to the Nursery, or the children or the adults working in the Nursery, is kept for at least 3 years, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in summary complaints log, which is available for parents and SEYT inspectors to view on request subject to the data protection policy, which may prevent the viewing of sensitive material in relation to specific individuals