

COMPLAINTS POLICY

PLEASE CONTACT FIONA OR AMY FIRST WITH A COMPLAINT.

WE WILL DO EVERYTHING POSSIBLE TO PUT THE MATTER RIGHT AND TO GIVE IT OUR FULL ATTENTION.

Stage 1

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance speak with the child's key worker.

Stage 2

If the issue remains unresolved and there is not a satisfactory outcome, then the Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent within 10 working days.

This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

Any written complaints that have been investigated will remain in the locked filing cabinet. Staff must sign and agree to confidentiality when a complaint has been made.

Any verbal complaints made will be written in the complaints log book and kept in the folder in the nursery cupboard.

Staff have access to the complaints log book. All staff must sign to agree to confidentiality when complaints are made and recorded.

Staff will be made aware of the complaint and will sign to agree the confidential policy that nothing is shared outside of nursery or with people who it involves and does not involve.

(Most complaints will be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved a formal meeting should be held between the Nursery Manager and Parent and Deputy Manager to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Registrations & Inspections Team on Tel: 01624 642422.

If Registration and Inspections Team request the complaint/outcome of the complaint then it will be sent to them, otherwise it will be kept at our setting. The manager will then do an in house investigation of the complaint within the next 10 days. The parent will be notified of the outcome of the investigation and if they are happy with the outcome then they will be asked to sign to say that they do not require any further action to be taken regarding the complaint.

If the complaint is listed in the Regulation of Care Act 2013, then a 'Notification of Events' form will be filled out and sent to Registrations and Inspections Team, along with a copy of the parent's letter and signature.

A record of complaints will be kept in the nursery. These will be accessible only to the parties involved and will be stored as confidential files. In case of a child protection related complaint, please refer to the Safeguarding Children Policy.

The nursery reserves the right to cancel a nursery place and to request a parent to remove their child with immediate effect.

Parents may use the black comments box outside the front door to leave any suggestions or complaints.

Registrations & Inspections Team

Catriona Bradley

Ground floor

St Georges Court

Hill Street

Douglas IM1 1EF

Tel: 01624 / 642422

randi@gov.im