

COMPLIMENTS, COMMENTS AND COMPLAINTS

Introduction

At Wingate Childcare we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. To provide high quality services, we are constantly looking at ways to improve our service to you and the children and appreciate your input. It is important that parents and carers let us know what they feel we do well and what areas they feel could be improved.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the Childcare

Comments and Compliments

If parents/carers have had a particularly good experience from staff, advice or support or their child has benefited from an activity within the setting, it is helpful to let us know, to reinforce our current practices and to give positive feedback to staff.

You can make a comment or compliment:

- face to face to the Manager or member of staff
- in writing to the Manager
- by completing comments, compliments and complaints form

If you make a comment or compliment, please give us as much information as you can. Please include the following details.

- The activity or person involved.
- How you or your child has been helped or developed
- Your name and contact details so we can respond to you
- Any other information you think may help us

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the Childcare, they should in the first instance take it up with the child's key person, a senior member of staff/room leader or manager.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Childcare manager or the directors of the company. The manager will then investigate the complaint and report back to the parent within 10 working days of receiving your complaint. Although a time limit is difficult to establish as, it can take time to thoroughly investigate a complaint, we will keep you updated throughout the process until we

are able to give you a final response. The manager will document the complaint fully and the actions taken in relation to it in the complaint's logbook.

Stage 3

If the matter is still not resolved, Childcare will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The childcare will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This 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 Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the Childcare registration. Its risk assesses all complaints made and may visit the Childcare to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the Childcare. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the Childcare becomes aware that they are going to be inspected and after inspection the childcare will provide a copy of the report to parents and/or carers of children attending on a regular basis.