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At Blooming Futures Daycare we value our partnership with Parents/careers and believe that Parents/careers/careers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We welcome any suggestions from Parents/careers on how we can improve our services.

Complaints will 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. It is always our aim to respond to any concerns before they become complaints.

This policy and associated procedures are in line with the Early Years Foundation Stage, 'Information for Parents and carers' Complaints section 3.75. We will give prompt and serious attention to any concerns that you may have by following our complaints procedure.

Concerns and comments are most effectively dealt with in the nursery. We would always ask Parents/careers to raise any concerns they have with their child's mentor or senior mentor in the first instance. The nursery manager should always inform the director about all concerns raised. We encourage parents/carers to discuss more general concerns with the Nursery manager, who will involve team members as needed. The manager will log all concerns in the nursery complaint log, investigate thoroughly and quickly and report back to the parent within three working days. The manager might involve room staff in feedback and discussion with the parent and will always inform the parent of any follow up action that will be taken.

We ensure as part of the process we take account of any lessons learnt and communicate them to staff. We make sure that any necessary ongoing action or training is carried out within a reasonable time frame, and within the time frame set on the complaints form.

If a parent feels that a complaint or problem has not been resolved they may wish to speak to the nursery manager whose contact details are displayed on the Parent Noticeboard in the nursery.

All concerns and action must be recorded using the Complaints Record, which is a summary document. In addition, the manager or person dealing with the complaint needs to keep a running log /record of all the conversations they have with the family. This log will be kept on the child's file as a record but will not be made available as part of the Complaint Record, which will be filed in the complaints file and therefore available for other families to view. Copies of all written complaints including those recorded on the Complaint Record, together with all positive comments, must be filed in the nursery Complaints File. Copies of written complaints will be retained in between Ofsted inspections cycles (approx. 3 years)



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Alternatively, /carers have a right to make a complaint to Ofsted, the contact number for which is displayed on the notice board at the nursery.

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