

# Complaints Procedure

## Introduction

Marmalade Schools believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. However, we are open to the concerns and queries which may arise and operate an open-door policy. Most complaints are dealt with immediately by the Head Teacher and usually a resolution is reached within 24 hours.

## Strategies

### Stage 1

- If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's keyworker or Head Teacher.
- A complaint can be received by any member of staff.
- The Head Teacher must be made aware of any complaint as soon as possible.
- Any oral complaint must be summarised in writing by the person who receives it.
- The complaint is investigated by the Head Teacher who ensures a written or oral acknowledgement is provided to the complainant within five working days of receiving a complaint.
- If no further communication is received from the complainant within 25 working days, it is assumed that the matter has been resolved.

If the complainant is not satisfied, then we would move to stage 2

### Stage 2

- If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery Principal.
- The Principal will then investigate the complaint and report back to the parent within five working days.
- This will be fully documented in the complaints record and will detail the nature of the complaint and any actions arising from it.
- Most complaints will be resolved informally at stage 1 or 2.

If the complainant is not satisfied, then we would move to stage 3

### Stage 3

- The Principal would ask the complainant for further information and evidence relevant to the complaint and a meeting will be called.
- A formal meeting would be held between the Principal, parent, and a senior staff member to ensure that it is dealt with comprehensively.
- A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

If the complaint is not resolved, then we would move to stage 4

#### **Stage 4**

If the matter cannot be resolved to the satisfaction of either party, then parents have the right to raise the matter with Ofsted:

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231  
Email: [geninfo@ofsted.gov.uk](mailto:geninfo@ofsted.gov.uk)  
Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

A record of complaints will be kept in the nursery. Parents 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 parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with Marmalade Schools. For further information about how we handle your data, please refer to the Privacy Notice made available to you when you registered your child with us. The ICO can be contacted at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)

## Complaint record

Form filled in by		Position at nursery
Details of person making complaint		
Full name		
Relationship with setting	Parent/employee/visitor/other	
Address		
Contact number		
Email		
Source of complaint	Email/letter/telephone/in person	
Details of complaint (please attach a copy of the complaint where available)		
How it was dealt with internal investigation/investigation by Ofsted/investigation by other agencies		
Please attach details of any internal investigation or outcome letter from Ofsted.		
Date complaint received	Date of response	
Head teacher sign and Date	Principal sign and date	

Marmalade Schools takes complaints very seriously. The Principal will respond to all complaints in writing within five working days of receiving the complaint. Ofsted will give guidance of response timings when a complaint is made to them (this record to be retained for three years).

Updated/reviewed October 2018