The Nest
CARE & HOLIDAY CLUB

COMPLAINTS PROCEDURE

Our Complaints number: 01767 262807

Complaints Contact: Nest Manager

Statement of Intent

At the Nest, we aim to provide high-quality care for all children. We value our relationships with parents and carers and recognise that, on occasion, they may have concerns or feel dissatisfied with an aspect of our provision.

We are committed to dealing with complaints fairly, promptly and professionally. We encourage parents and carers to raise any concerns at the earliest opportunity so that we can work together to resolve them.

Our complaints procedure consists of three stages: an informal discussion with the Nest Manager, a formal written complaint to the Nest Manager, and, if the matter remains unresolved, a review by the Committee.

We will keep a written record of formal complaints, the actions taken and the outcome. All complaints will be handled confidentially and in accordance with our policies and procedures.

Stage 1 – Informal Complaint
Parents and carers are encouraged to raise any initial concerns informally with the Nest Manager. Wherever possible, concerns will be discussed and resolved through open communication.

The Nest Manager will acknowledge the concern within two working days and aim to provide a response or resolve the matter within five working days.

If further investigation is required, the parent or carer will be informed of this and given an indication of when they can expect a response.

Stage 2 – Formal Complaint
If the concern cannot be resolved informally, or the parent or carer remains dissatisfied with the outcome, they may submit a formal complaint in writing to the Nest Manager.

The Nest Manager will acknowledge receipt of the complaint within two working days and aim to provide a written response within ten working days.

The complaint will be investigated fairly and thoroughly. If more time is required, the parent or carer will be informed of the reason for the delay, the steps being taken and the expected date of a response.

Stage 3 – Committee Review

If the parent or carer remains dissatisfied following the formal response from the Nest Manager, they may request a review by the Committee. The request should be made in writing and explain the reasons for dissatisfaction.

The Committee will acknowledge receipt within two working days. An appropriate person or panel who has not previously been involved in the complaint will review the matter.

The Committee will aim to provide a written outcome within fourteen working days of receiving the request for review. If this is not possible, the parent or carer will be informed of the reason for the delay and when they can expect a response.

The Committee's response will outline the findings of the review and any actions to be taken, where appropriate.

Timeframes and Records

For the purposes of this procedure, working days are Monday to Friday, excluding bank holidays and days when the setting is closed.

The timeframes outlined above are our expected response targets. Where a complaint is complex or requires further investigation, we will keep the parent or carer informed of progress and any revised timescales.

A written record will be maintained of formal complaints, including how they were investigated, the outcome and any action taken. Records will be stored securely and handled confidentially.

Safeguarding Concerns

Any concern relating to the safety or welfare of a child will be acted upon immediately in accordance with our Safeguarding and Child Protection Policy. Safeguarding concerns should not be delayed while following the complaints procedure.

Ofsted

Parents and carers may contact Ofsted if they have concerns that the Nest is not meeting the statutory requirements of the Early Years Foundation Stage, or if their concerns relate to the safety and welfare of children.

Ofsted does not usually resolve individual disagreements between parents and the setting. It will consider the information provided and decide whether further action is necessary. Parents and carers are encouraged to follow our complaints procedure in the first instance, unless the concern requires immediate action by the appropriate safeguarding authority.

Complaints Records and Ofsted Notifications

The Nest will maintain a written record of formal complaints, including how they were investigated, the outcome and any action taken. These records will be stored securely and made available to Ofsted on request.

Ofsted will be notified of significant events, allegations and other matters where notification is required by the current EYFS statutory framework and relevant legislation. Ofsted will be informed of complaints where notification is required by statutory guidance.

Parents and carers may contact Ofsted if they have concerns that the setting is not meeting statutory requirements. Ofsted does not usually resolve individual disagreements between parents and the setting or become involved in disputes of this nature.

Signed on behalf of The Nest _____

Date Signed: _____

Date to be reviewed: _____