



General Welfare Requirement: Safeguarding and Promoting Children's Welfare
Children's Behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.

Safeguarding children **Complaints Policy**

At Cherry Blossom Nursery and Preschool we aim to provide the highest standards of care and education. We believe that it is important to work in close partnership with our parents/carers, to listen to their concerns, to their needs, to always be polite and most importantly to provide them with reassurance that their views are important to us.

Procedures

- To treat children/parents/carers with respect at all times.
 - Deal effectively and promptly with any concerns raised.
- Always make every attempt to resolve any concerns/complaints informally.
 - Welcome their suggestions.
- All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents/carers and OFSTED.

Procedure to be followed in the event of a complaint:

Stage 1

- Firstly any complaint should be discussed with the child's key person - it would be hoped that the problem could be resolved at this stage.
- If the problem remains then the parents/carer will have a discussion with management - hoping to resolve it this way.
 - All complaints will be dealt with confidentially, with records being kept.
 - A complaints book is kept at reception.

Stage 2

- If a satisfactory outcome is not reached or the problem recurs then the parents has reached stage 2.
- The parent/carer puts in writing the details of the complaint and this is for the attention of the manager(s).
- Cherry Blossom Nursery and Preschool stores complaints from parents/carers in the child's file.

- When the investigation into the complaint is completed the manager(s) meet with the parents to discuss the outcome.
- When the complaint is resolved at stage 2 it is logged in the Complaints Summary record.

Stage 3

- If parent/carer is not satisfied a further meeting takes place with the manager(s), both parties with witnesses present for support.
- An agreed written record of meeting and complaint as well as the proposed action is taken and signed by both parties.
- The signed record signifies that the procedure has been concluded and it is logged in the Complaints Summary Record.

Stage 4

- If the complaint has not been resolved by stage3 , an external mediator is invited to help settle the problem. This person should be accepted by both parties and able to listen to both sides and to give advice. This mediator has no legal status but a neutral and unbiased approach.
- The mediator keeps an agreed written record of any meetings held and advices given.
 - Confidentiality is maintained at all times.

Stage 5

- When the mediator has concluded any investigations, a final meeting with all concerned is arranged.
- The purpose of the meeting is to reach a conclusion and the action to be taken to resolve the complaint.
- A record of the meeting, the decisions taken is made. This is signed by everyone present.
 - The signed records signifies that the procedure has ended.

OFSTED

Parents may approach OFSTED at any stage of the complaints procedure. It is important to note that where there seems to be a breach of the settings registration requirements, it is essential to contact OFSTED who are the registering and inspection body with a duty to ensure the welfare requirements of the EYFS are adhered to.

The number 0300 123 1231

The number for OFSTED is also displayed in reception

- If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children Board of our local authority.
- In such cases the setting works together with parents, outside agencies, OFSTED, to reach a satisfactory conclusion.

Records

- A record of complaints against out nursery and/or the children, and/or adults working in the setting is kept and recorded with all details.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available on request to both OFSTED and parents.

Date: 02/10/2025

Karen Elliott

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