



The Apple Trust

Complaints, Compliments & Suggestions Policy

At The Apple Trust we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

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 setting.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our *Safeguarding/Child Protection Policy.

It is clearly of paramount importance that all work undertaken by the Apple Trust should run smoothly and that parents and staff work together in a spirit of cooperation in the children's best interests. In the event of complaints from parents/carers every effort will be made to respond quickly and appropriately.

The following steps may be taken by parents who have concerns about a child or about the care provided and undertaken by the Trust:

- If any parent should have cause for concern 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 key person or room leader or manager.
- 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 setting manager. The manager will then investigate the complaint, consult with the registered provider and report back to the parent within 14 (fourteen) days. They may also if they wish complete a complaints form available online via our website www.theappletrust.org.uk
- If the matter is still not resolved, and needs further consideration, the nursery will discuss with the board of trustees and will hold a formal meeting between the manager and member of trustees and the staff member to ensure that it is dealt with comprehensively. The parent/carer will be welcome to attend this meeting. The nursery 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.

If no satisfactory outcome is achieved, or in the case of serious concerns, parents/carers have the right to contact the childcare regulatory body OFSTED directly. 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 nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes 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.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact 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 nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was amended and adopted on	Signed on behalf of the nursery	Date for review
<i>10 May 2022</i>	<i>H Fuller</i>	<i>September 2023</i>