



Complaints Policy

1. Purpose

The purpose of this Complaints Policy is to ensure that all concerns and complaints raised by parents, guardians, or other stakeholders are handled fairly, efficiently, and promptly. We are committed to maintaining a transparent and open environment where feedback is valued and addressed.

2. Scope

This policy applies to all complaints regarding the nursery's operations, staff, services, or policies. It outlines the procedures for raising, handling, and resolving complaints to ensure that concerns are addressed in a professional and timely manner.

3. Principles

- **Fairness:** Complaints will be handled objectively and without bias.
- **Confidentiality:** Complaints will be treated confidentially, and personal information will only be shared with those directly involved in the resolution.
- **Responsiveness:** We are committed to resolving complaints promptly and effectively.
- **Transparency:** The process for handling complaints will be clear and accessible to all parents, guardians, and staff.

It is company policy that all complaints will be listened to, taken seriously and responded to.

4. Types of Complaints

Complaints may arise from various issues, including but not limited to:

- Concerns about the safety, health, or well-being of children
- Dissatisfaction with the quality of care or education provided
- Concerns about staff behaviour or interactions with children
- Disagreements with nursery policies or procedures
- Issues related to communication or administration

5. Roles and Responsibilities

- **Parents/Guardians:** Responsible for raising concerns as soon as they arise to allow timely resolution.
- **Staff:** Must respond professionally and appropriately to complaints, referring matters to management when necessary.
- **Management:** Responsible for overseeing the complaints process, investigating concerns, and ensuring fair and timely resolutions.

6. Complaints Procedure

1. Informal Resolution:

- In many cases, issues can be resolved quickly through informal discussions. Parents/guardians are encouraged to raise concerns directly with the relevant staff member or the nursery manager.
- Staff will listen carefully, acknowledge the concern, and work with the parent/guardian to find an immediate solution.
- If the complaint is resolved informally, no further action is required.

2. **Formal Complaint:**

- If the issue cannot be resolved informally, or if the parent/guardian feels that the concern is serious, they may submit a formal complaint in writing (if writing is a barrier to the complainant, the nursery will accept the complaint via other methods, such as telephone or voice note).
- Formal complaints should be addressed to the nursery manager and include:
 - The nature of the complaint
 - Details of any attempts to resolve the issue informally
 - Any supporting information or evidence
- The nursery manager will acknowledge receipt of the complaint **within 2 working days** and provide details of the next steps.

3. **Investigation:**

- The nursery manager will thoroughly investigate the complaint. This may include:
 - Reviewing records, policies, and relevant documents
 - Speaking with staff involved
 - Gathering further information from the parent/guardian, if necessary
- The investigation will be completed as swiftly as possible, typically **within 10 working days**.

4. **Outcome and Resolution:**

- Once the investigation is complete, the nursery manager will meet with the parent/guardian to discuss the findings and any proposed actions.
- The outcome will also be provided in writing, detailing:
 - Whether the complaint was upheld, partially upheld, or dismissed
 - Any actions taken to address the issue
 - Any changes to policies or procedures as a result
- If the complaint is upheld, the nursery will take appropriate action to rectify the issue.

5. **Escalation:**

- If the parent/guardian is not satisfied with the outcome, they may escalate the complaint to **Owner, Megan Rankin**. This request must be made in writing **within 5 working days of receiving the outcome**.
- The director/owner will review the complaint and the investigation process to ensure that it was handled appropriately.
- A final decision will be provided in writing within **10 working days of the escalation**.

6. External Review:

- If the complainant is still dissatisfied, they have the right to contact external bodies, such as our regulator, The Care Inspectorate at 0345 600 9527
- The complainant can **complain anytime** to The Care Inspectorate

7. Record Keeping

- All complaints, whether informal or formal, will be documented and kept on file.
- Records will include details of the complaint, actions taken, the outcome, and any follow-up actions.
- Complaint records will be treated confidentially and only shared with those involved in resolving the complaint.
- The nursery will maintain a **Complaints Log** to monitor patterns and address any recurring issues.

8. Confidentiality

All complaints will be handled with strict confidentiality. Information will only be shared with staff or external parties as necessary to investigate and resolve the issue. Any personal information will be handled in accordance with data protection regulations.

9. Anonymous Complaints

While we encourage open communication, anonymous complaints will be considered only if the issue is deemed serious or relates to the safety and well-being of a child. However, an anonymous complaint may limit our ability to investigate and resolve the issue effectively.

10. Monitoring and Review

The nursery will regularly review the Complaints Policy and procedures to ensure they remain effective and responsive to the needs of parents/guardians. Any significant changes will be communicated to parents and staff.

11. Contact Information

For formal complaints or any concerns that need to be addressed in writing, please contact:

Nursery Manager: TBC

Email: help@thekidsvillage.co.uk

Phone: 01294 493564

Address: 26 Chapelwell Street, Saltcoats, KA21 5EA

In the event of escalating a complaint, contact:

Nursery Director/Owner: Megan Rankin

Email: megan-rankin@outlook.com

Phone: 07847875375

Approval and Date:

This Complaints Policy was approved by management on 14/03/2025 and will be reviewed annually.