



01	At First Steps Childcare, 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.
02	We record all compliments and share these with staff.
03	We welcome any suggestions from parents on how we can improve our services, and we will give prompt and serious attention to any concerns that parents may have. All concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively to ensure the welfare of all children, enable on going co-operative partnership with parents, and to continually improve the quality of the setting.
04	<p>Internal complaints procedure:</p> <p>Stage 1: 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 a senior member of staff. If an allegation of abuse regarding a member of staff is made, then the matter will be referred to the Local Authority Designated Officers (LADO).</p> <p>Stage 2: 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 nursery manager. The manager will then investigate the complaint and report back to the parent within 7 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints folder.</p> <p>Stage 3: If the matter is still not resolved, the nursery may hold a formal meeting between the manager/director, parent and a senior member of staff to ensure that it is dealt with comprehensively. The setting will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record made and are asked to sign it. All parties will receive a copy the notes. This will signify the conclusion of the procedure.</p> <p>Stage 4: Appeal Process If the matter cannot be resolved to their satisfaction, then parents are given the appeal process: Information/details provided to raise the matter directly with Ofsted. Parents are made aware that they can contact Ofsted at any time if they have a concern, including at all stages of the complaint’s procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints. Ofsted have the rights to carry out a full inspection where it may believe requirements are not being met. If you feel your complaint has not been dealt with to your satisfaction, you can contact Ofsted and request their investigation. Ofsted can be contacted either by telephone on 03001231231 or in writing at Ofsted 2 Rivergate Temple Quay Avon Bristol BS1 6EH</p>

OUR COMPLAINTS PROCEDURE/APPEAL PROCESS

05	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 of the complaint received, action(s) taken, results of any investigations, and any information given to the complainant including a dated response.
06	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 the parties involved. Ofsted inspectors will have access to the records at any time during visits to ensure actions have been met appropriately.
07	First Steps Childcare URN number - 142796

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