



6. Complaints Procedure

We want to work in partnership with our service users and provide a high standard of care. Any concerns /complaints will be taken seriously. If a parent or carer has an issue regarding the care and education of their child at the setting, they should in the first instance raise the concern with either the child's key person, room leader or manager of the setting. Every effort will be made to resolve the matter within the setting.

A formal complaint should ideally be made in writing or can be given verbally to the manager or deputy manager. It is then recorded in writing and signed by the appropriate parties. The issues will then be dealt with within the following appropriate framework and a record of the complaint, and the outcome will be kept. Summertime will reply to a complaint in writing within 28 days of receiving it.

The following procedure will be adhered to

- A matter relating to an individual child, staff member, policy issue or general issue will be discussed between parent/carers and the manager
- Should the matter not be resolved the issue will be brought to the attention of the chairperson of the committee who will meet with all parties
- Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of the chairperson, the manager, an additional committee member and an independent expert if applicable. The complaint should be submitted in writing to the panel and the person who complained should be given the opportunity to address the panel with additional information. The panel may also be required to submit written information for consideration.
- At all points through these processes all parties involved will be kept informed of progress and the group will inform OFSTED of the outcome if they have been involved

All written complaints will be held on file according to retention of information guidelines and the GDPR and will be available to OFSTED upon request.

If the parent or carer feels unable or unwilling to raise the matter with the staff or managers they can then approach the Chairperson of committee using the email

chairperson@summertimenursery.co.uk

If you cannot resolve the matter in this way, you can contact OFSTED on 0300 123 4666 or enquiries@ofsted.gov.uk. Ofsted cannot resolve disputes between you and the provider. Their role is to make sure that the childcare provider is following all registration requirements and take action if necessary.

Contact Family Support and Advice Line via 01305 228558

familysupportandadvice@dorsetcouncil.gov.uk or call the police on 101 if you think a child is at risk. Call 999 if a child is in immediate danger

Cathy White
Manager
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