SANDCASTLES POLICY

*SAFEGUARDING & PROMOTING CHILDREN’S WELFARE*

COMPLAINTS PROCEDURE

**by staff**: bring all grievances, problems, queries to our manager first. She will do her utmost to come up with a fair solution, and if necessary will seek help. Helen O’Hagan, Mrs Coates, external specialist consultants (educational and otherwise), accountant or solicitor would be consulted about technical problems.

**by parents** : in the first instance any complaint should be brought to our attention. Hopefully the staff and Manager and our DIrectors can resolve your concerns, however you may prefer to contact:-

|  |  |
| --- | --- |
| **OFSTED**  Picadilly Gate  Store Street  Manchester  M1 2WD  Tel: 0300 123 1231 | **LANCASHIRE CHILD PROTECTION**  Children’s Integrated Services  0300 123 6720 or 0300 123 6722  Lancashire URN: 1486 |

Ofsted URN EY476948

**by neighbours:** Welisten to any complaint about noise or parking sympathetically. We are part of our community and work to maintain good relationships with our neighbours. In the event of issues arising we will establish the exact nature of the problem, take action, and report back to the complainant as regards action taken.

**We will keep a written record of complaints, the investigation, the outcome, any actions taken and respond within 28 days. Parents can request this in writing.**

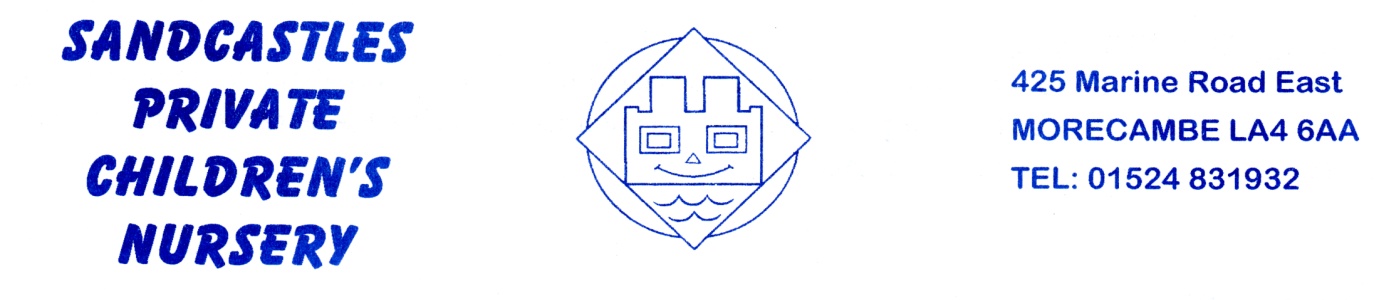
***C.I.S. Team*** 0300 123 6720

***Emergency Duty Team*** 0300 123 6722

***Police*** 01772 203 203 or 999

***Ofsted*** 0300 123 1231

M. E. Coates, Helen O’Hagan & J. Stewart. 30 Sept 2024. To be reviewed by Sept 2027



**COMPLAINTS PROCEDURE**

**If you have comments/concerns please tell us.**

We welcome suggestions for improving our work in the nursery. We understand that a common fear is that our relationship with you or your child might be affected if you express dissatisfaction, please be assured this is not the case. We respect and expect Parents’ to act as advocates for their child.

**1. What to do first**

Most concerns and complaints can be sorted out quickly by speaking with your child's nursery staff. All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the nursery to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the nursery to understand both sides of the question. It may also help to prevent a similar problem arising again.

**2. What to do next**

If you are dissatisfied with the staff's response you can make a complaint to our Nursery Managers. This could be made in writing or by making an appointment to discuss the problem. You may take a friend or someone else with you if you wish. The Manager will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will then receive a written response to your complaint, which you may wish to discuss with the Manager.

**3. If you are still unhappy**

If you are still not satisfied, you may wish to contact the Owner who will then invite you to a meeting, which the Manager may also attend. The Owner may also invite independent mediators to assist in resolving complaints (for example Local Authority Teaching Consultants).

If you are dissatisfied with our handling of your complaint or you feel children are put in danger by our actions it is your duty as an adult to contact Ofsted and report your concerns.

**Contact details:**

**Nursery Manager (Judith),**

Sandcastles Children’s Nursery

425, Marine Road East,

Morecambe,

Lancs.

LA4 6AA

01524 831932

[sandcastles@tcoates.co.uk](mailto:sandcastles@tcoates.co.uk)

**Nursery Directors**

**Helen O’Hagan/ M. E. Coates**

Sandcastles Children’s Nursery

425, Marine Road East,

Morecambe,

Lancs.

LA4 6AA

**Ofsted**

Picadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

Sandcastles Reference Number

(URN) EY476948

(Prev URN: 309450)

**LANCASHIRE CHILD PROTECTION**

Children’s Integrated Services

0300 123 6720

**SANDCASTLES**

PRIVATE CHILDREN’S NURSERY

**REGISTERED and REGULATED by**

**LANCASHIRE COUNTY COUNCIL**

URN (Unique Reference Number) 1486

**OFSTED**

URN (Unique Reference Number) EY476948

Any complaint you feel cannot be resolved by Helen O’Hagan (Manager) or Margaret Coates (Owner) should be addressed to:

Ofsted

Picadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

**CHILD PROTECTION TEAM**

Children's Integrated Services Tel: 0300 123 670

Parents wishing to see our POLICY DOCUMENTS

should ask - they are readily available.

**Complaint management process**

(this diagram offers a general outline of our complaints handling process – all situations are unique and require individual management)

Parent / stakeholder raises concern with practitioner

COMMUNICATION

Practitioner agrees actions with complainant, logs complaint and informs manager

Manager approaches complainant to check if the practitioner – complainant interaction resolved the issue. If not resolved discuss complaint with the aim of understanding fully and ultimately resolving issue, complainant may be invited to meeting with manager.

COMMUNICATION

*Owner recognises complaint will not be resolved in house. Evaluates if resolution is a reasonable outcome or if irreconcilable…..*

*Possibly invites independent external mediation (relevant to complaint – e.g. Inclusion teacher / LA consultant / EHO).*

Manager informs owner of complainants concerns, owner contacts complainant

Complaint resolved?

If resolved check back 6 weeks

If not proceed….

Complaint resolved?

If resolved, manager check back 6 wks

If not escalate to owner

COMMUNICATION

*Complaints are a valuable feedback mechanism offering our organisation the opportunity to ensure our services match customer demands.*

Contact details for OFSTED and Local Authority permanently on display in entrance porch.

Once any complaint is resolved proactive communication must follow to ensure that complainant is fully satisfied.

Some complaints cannot be resolved. The organisation must maintain primary focus on the best interests of children attending, when complaints conflict with our ethics and values efforts must be made to explain our position whilst we remain steadfast.

ADMINISTRATION

* Complaint records must be kept for a minimum of 3 years.
* Written complaints require investigation and response within 28 days.
* Consult EYFS statutory guidance – ensure compliance