



ROMPERS PRIVATE NURSERY COMPLAINTS POLICY



Policy Statement:

At Rompers in order for us to maintain our high standard and improve the nursery we must have procedures in order to gather information from all service users of the nursery. We feel that any person who has a concern or feels a dissatisfaction with the service that Rompers provides has a right to voice these concerns and have them dealt with fairly and equally.

Having a complaints procedure and allowing users to voice concerns will help contribute to the overall equality and effectiveness of the nursery.

UNCRC Articles: 12, 13 16, 25, 42

Aims of this Policy:

- To actively seek information in relation to the quality of provision
- To be consistent and fair
- To respond quickly and seek resolution

Procedures:

- Publicise and make available the complaints policy and procedure
- Ensure that information regarding the Care Inspectorate is appropriately displayed and communicated to parents, staff and visitors and report complaints via eforms.
- Include appropriate information within the nursery brochure, website and any other relevant documentation
- Inform parents/carers of their right to raise concerns or complaint including their right of appeal
- Provide and make accessible a format for concerns to be raised and responses given
- Deal with all concerns without bias and prejudice
- Treat all issues with respect
- Follow set procedures consistently
- Offer opportunities for representation, particularly where English is a second language
- Ensure that no discrimination occurs against anyone who has raised an issue no matter the outcome
- Always acknowledge receipt of the information
- Ensure no person will be a judge in their own case
- State response times and adhere to them
- Record all complaints and their outcomes
- Seek mediation if required

- A complaint at Rompers will be deemed to be serious:
 - If it involves injury or risk of death to service users
 - If it has led to, or is likely to lead to disciplinary proceedings against staff
 - If it concerns alleged physical, emotional or financial abuse against, or neglect of, service users
 - Where it may lead to criminal proceedings against members of staff
 - Where the police may be involved in the investigation of the complaint
 - Where the complaint alleges financial irregularities by the Provider, the Provider's staff or any agent of the Provider
 - Where the complaint may lead to Child Protection procedures
- A meeting can be held with management and team leaders to resolve complaints if necessary.
- If a complaint is made over the phone, a staff member will complete a 'report to management' form to ensure all information is passed on correctly.

Monitoring:

- Owner/Manager will ensure all complaints are dealt with correctly
- Review annually

Review:

Date	Management	Track of Changes
August 2021	P. Guthrie	none
August 2021	P. Guthrie	Addition to the access of website to support service users in being able to read policies.
November 2022	K. Myers	Updated at Staff Meeting
February 2023	Room Champions	UNCRC articles added
November 2024	K. Myers	Report to Management Forms
December 2025	TL- CD	None