



Complaints Procedure

Bearhugs Nurseries Ltd. is committed to providing a safe, stimulating environment ensure a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is the hope of Bearhugs Nurseries Ltd. that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

Stage 1

Any parent/carer who has concern about any aspect of the setting is encouraged to discuss this with manager.

- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded.

Stage 2

Any parent/carer that is not satisfied with the response/outcome will proceed to stage 2 and put the complaint in writing to the Area Manager.

- All complaints will be recorded in the Complaints Log, which is a requirement of the EYFS
- The Area Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated the Area Manager will notify the complainant of the outcome within 28 days of having received the complaint.

Stage 3

If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Owner/Area Manager.

- The complaint will be discussed and a written record of the discussion and agreed decision or action will be made.
- All parties present at the meeting will sign and date the written record and receive a copy.
- The record will be stored in the complaints log.
- The signed record signifies that the procedure has concluded.

Stage 4

Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED
 The National Complaints Team
 Ofsted National Business Unit
 Piccadilly Gate
 Store Street, Manchester
 M1 2WD
 Tel: 0300 123 1231

The Complaints Procedure and above details will be displayed within the setting. Parents may approach Ofsted directly at any stage of this Complaint Procedure. In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted who, as the registering and inspection body, has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the local Safeguarding Children's Board.

In these cases the setting's Owner/Manager will work with Ofsted and/or the Local Safeguarding Board to ensure investigation of the complaint, following by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the Complaints Log, which will be made available to parents and Ofsted Inspectors.

The Owner and Area Manager are responsible for managing complaints.

Signed on behalf of the setting by:

Manager/Owner

Date: 1st May 2020

Review Date: 1st May 2021