



## Complaints and compliments Policy

At Rising Stars, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff, whether they are given verbally or noted down. We encourage parents to leave reviews on [www.daynurseries.co.uk](http://www.daynurseries.co.uk) as well as via email or on our social media sites.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the setting.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

### Internal complaints procedure

#### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the setting, they should in the first instance take it up with the manager.

#### 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 manager. The manager will then investigate the complaint and report back to the parent within 7 days. The manager will document the complaint fully and the actions taken in relation to it on the complaint form.

(Most complaints are usually resolved informally at stage 1 or 2.)

#### Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the manager, parent and the Director 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 and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

#### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact Ofsted. Ofsted risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the setting.

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 this record at any time during visits to ensure actions have been met appropriately.