

**Comments, compliments and complaints procedure**

**Reviewed September 2022**

Cherry Tree Nurseries aims to offer the highest standard of care to all who use the service.

We would welcome any suggestions you may have regarding our nursery. Due to COVID-19 parents have stopped entering the nursery, we urge parents to give their feedback/comments using reviews on Google, Facebook etc.

We complete parent questionnaires, where all parents are given a copy to fill out anonymously, So they feel comfortable with giving honest feedback.

If however you are unhappy about any aspect of the care you and your child/ren receive, we need to know. Please approach your Keyworker, and or any member of staff to discuss your concerns or complaint and will investigate further and respond to you within 28 days of receipt of the letter. We hope that any issue can be resolved at this point.

If the issue cannot be resolved or you are not happy with the response, please put your concerns in writing to the Nursery Manager. The Nursery Manager is also available to call at the nursery on 02476 444776. The Nursery Manager will investigate further and respond to you within 28 days of receipt of the letter.

All complaints and concerns are taken very seriously and every effort will be made to resolve them to your satisfaction as quickly as possible.

All complaints and concerns are logged in a file, kept in the Nursery Managers office. This file is used during Ofsted inspections in the Nursery. A summary log will be kept for parents to observe on request.

The comments, compliments and complaints folder is to be kept in the office. The folder contains:

* Comments, compliments and complaints procedure
* Comments section
* Compliments section
* Complaints log
* Complaint form
* Compliance handbook

You may at any stage want to contact Ofsted Early Years complaints department. Below are the details:

Please also see the Compliance handbook in the Comments, Compliments and Complaints folder

Useful Resources and websites

OFSTED

www.ofsted.gov.uk

Ofsted, National Business Unit, Piccadilly Gate, Store Street, Manchester, MI 2WD

Tel: 0300 123 1231

LADO – Local Area Designated Officer

<https://www.coventry.gov.uk/cscpcontacts>

**Email:**[**lado@coventry.gov.uk**](mailto:lado@coventry.gov.uk)

Tel: 024 7697 5483

Advisory, Conciliation and Arbitration Service (ACAS)

[www.acas.org.uk](http://www.acas.org.uk)

Tel: 0300 123 1100

Coventry Safeguarding Children’s Board

[www.coventrylscb.org.uk](http://www.coventrylscb.org.uk)

4th Floor, Broadgate House, Broadgate, Coventry, CV1 1NG

Tel: 02476 833443

Coventry Family Information Service

[www.coventry.fsd.org.uk](http://www.coventry.fsd.org.uk)

Central Library, Coventry, CV1 1FY

Tel: 02476 834373

**To be reviewed September 2023**

**Complaints Log**

|  |  |
| --- | --- |
| **Date of complaint:** | |
| **Source of Complaint:**  Parent in writing (including email)  Parent in person  Parent by phonecall | Staff member  Anonymous  Ofsted (include complaint number if known)  Other (please state) |
| **Focus of the complaint:** (The Safeguarding and welfare requirements that this concern relates to. Please list all that apply) | |
| **What if any risk to the children:** | |
| **Details of complaint:** | |
| **Details of investigation:** | |
| **How was it dealt with?**  Internal Investigation  Investigated by Ofsted  Investigation by other agencies | |
| **Outcome of the investigation:** | |
| **Recommendations – action to ensure the matter is resolved or does not happen:** | |
| **Other parties informed of complaint:** | |
| **Date of notification to complainant:**  **(within 28 days)**  **Date completed:**  **Completed by:**  **Signature of Manager: Signature of complainant:** | |

**Concern Log**

|  |  |
| --- | --- |
| **Date of concern:** | |
| **Source of Concern:**  Parent in writing (including email)  Parent in person  Parent by phonecall | Staff member  Anonymous  Ofsted (include complaint number if known)  Other (please state) |
| **Focus of the concern:** (The Safeguarding and welfare requirements that this concern relates to. Please list all that apply) | |
| **What if any risk to the children:** | |
| **Details of concern:** | |
| **Details of investigation:** | |
| **How was it dealt with?**  Internal Investigation  Investigated by Ofsted  Investigation by other agencies | |
| **Outcome of the investigation:** | |
| **Recommendations – action to ensure the matter is resolved or does not happen:** | |
| **Other parties informed of concern:** | |
| **Date of notification to concerned party:**  **(within 28 days)**  **Date completed:**  **Completed by:**  **Signature of Manager: Signature of concernee:** | |