Complaints Procedure

Statement of Intent

We foster an open and honest environment and encourage parents/carers to discuss concerns with staff and/or nursery management
If you need to make a formal complaint, please do so in writing.
Laura Barwell *(Manager)* or **Penelope Bossom** *(Managing Director*) may wish to talk to you and others involved in the complaint. After an investigation you will be informed, in writing, of the decision made.

1. Parents/Carers may wish to make a complaint against Overbury Grasshoppers or individual members of staff (LADO will be contacted for advice in this event).
2. In the first instance, it is hoped that the complaint/concern will be dealt with at source, i.e. if the complaint is against a worker, the complainant will talk to the worker in the first instance.
3. The complainant may instead wish to talk to the Manager who may arbitrate.
4. If dissatisfied with the outcome of informal talks, the Manager will give details to the complainant about the next stage of the procedure.
5. The Manager will give the complainant a copy of the complaint form, which should be completed and returned.
6. The Manager will carry out a witness testimony procedure whereby all staff will be asked to complete the form with facts of the alleged incident. An investigation will then be completed by senior practitioners/manager.
7. The Manager will inform the complainant in writing of her decision and any action to be taken.
8. They will also need to consider whether OFSTED needs to be informed. OFSTED will always be informed if the complaint affected the safety and welfare of a child using our services.

This will include the following:

   - Accident to child or adult in the setting or on an outing.
   - Police or social services involvement.

9. If there is likely to any legal or financial implications as a result of a complaint, Overbury Grasshoppers should consult their solicitor and/or insurance company.
10. While it is expected that complaints should be dealt with in the first instance using the Overbury Grasshoppers Complaints Procedures, any complainant should be advised that they could make a complaint direct to OFSTED Complaints & Enforcement Team. Tel: 0300 1231231
11. All complaints will be dealt with within 28 days.