



Manor Twiglets Nursery Ltd

Downsview Crescent, Uckfield, East Sussex, TN22 1UB
01825 765487. twiglets@manor.e-sussex.sch.uk. www.manor-twiglets.co.uk.

Complaints Procedure

Manor Twiglets Nursery is a member of the Early years Learning Alliance and registered with Ofsted. Manor Twiglets Nursery aims to provide the highest quality education and care for all our children that attend the setting. We aim to offer a warm welcome to each individual child and family and to provide a safe, caring and nurturing environment within which all children can learn and develop as they play.

We believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, then the following procedures should be used.

At any stage during the complaint, the complaint can be put in writing and a reply will be sent within 28 days.

Stage 1

- A parent/carer who is uneasy about any aspect of the group's provision should first speak to the Manager Jill Bray about any worries, concerns or anxieties. Or email on twiglets@manor.e-sussex.sch.uk or on twigletsmanager@gmail.com account if this is the preferred option.

Stage 2

- If stage 1 does not have the desired satisfactory outcome within the 28 days or if the problem recurs. Then the parent/carer should put the concerns or complaint in writing to the Directors of Manor Twiglets Nursery Ltd or email to their private email account twigletsdirectors@gmail.com . Jennifer Humphrey and Jenny Thomas are our volunteer directors at the setting. For those that are not comfortable with making a written complaint, a member of the Manor Twiglets team will be available to assist them in recording their complaint in writing.
- When the investigation into the complaint is complete, the Manager and or Directors will meet with the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in a confidential complaints file.

Stage 3

- If the parent/carer/person making the complaint is not satisfied with any of the outcome of the investigation. They can request a meeting with any of the Directors (named in stage 2). The parent/carer/person making the complaint should invite a friend or partner to the meeting if required.
- An agreed written record of the discussion taken place in the meeting is made, along with any decision or action that needs to be taken as a result. All the parties present at the meeting sign the record of the meeting and will all receive a copy of it.
- This signed record signifies that the procedure has been concluded. When the complaint is resolved at this stage, the summative points are logged in Manor Twiglets confidential complaints file which is locked in the filing cabinet.

Stage 4

- When at the Stage 3 meeting and the parent/carer and setting cannot reach agreement, an external mediator will be invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice to all. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Early Years Learning Alliance can be appropriate persons to be invited to act as mediators, or a local Solicitors firm may be of assistance and provide external mediators at a cost.
- The mediator will keep all discussions had in the meetings confidential. She/he can hold separate meetings with the Directors and the parents/carers and then group meetings, if this is decided by all parties and deemed to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent/carer and the Directors will be held. The purpose of this meeting is to reach a decision on the action that will be taken in order to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator will be present at the meeting if all parties involved think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting will sign the record and everyone will receive a copy of it. This signed record signifies that the procedure has been concluded.

The role of the Office for Standards in Education, Early Years Directorate (OFSTED) and the Area Safeguarding Children Committee:

- Parents/carers may approach Ofsted directly at any stage of the complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure The Statutory Framework for the Early Years Foundation Stage are adhered to [Statutory framework for the early years foundation stage \(publishing.service.gov.uk\)](https://www.gov.uk/government/publications/statutory-framework-for-the-early-years-foundation-stage).
- The details of where to go and what to do to do as a parent, if a complaint is to be made about the childcare setting are displayed on our setting's notice board outside and in the main nursery corridor.
The number to contact should there be a complaint is 0300 123 4666 or email on enquiries@ofsted.gov.uk.
- If a child appears to be at risk, our setting follows the correct procedures in line with the nursery Safeguarding policy.
- In these cases, both the parent/carer and setting are informed and the Manager works with SPOA (Single Point of Access), Children's services and OFSTED to ensure a proper investigation is made of the complaint and is followed by the appropriate action.

Records

- A record of complaints against our setting and/or children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- A summary of the outcome of all complaints is recorded in a complaints file which is available for parents/carers and Ofsted inspectors on request.

This Policy was updated and implemented on 07th March 2025

Date of review: March 2026 or when new guidance is released

Signed on Behalf of the Directors:

Name of signatory: Mrs F J Bray

Role of Signatory: Childcare Manager