

## **DURHAM UNIVERSITY DAY NURSERY**

### **REPRESENTATIONS POLICY - COMPLIMENTS, COMMENTS AND COMPLAINTS**

#### **1. Policy Statement / Purpose**

- 1.1 Our nursery believes that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes.

#### **2. Scope**

- 2.1 We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.
- 2.2 We welcome any suggestions as to how we can improve our services and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below.
- 2.3 We treat all complaints seriously. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children, respecting confidentiality at all times.
- 2.4 In case of a complaint related to child protection, please refer to the Child Protection Policy.
- 2.5 Should the responsible manager determine at any time that the situation may form a discipline issue, this will immediately be raised with the HR Business Partner and the Discipline Policy will be applied.

#### **3. Responsibilities**

- 3.1 The Nursery Manager is responsible for the administration of this policy and is contactable on 0191 334 8153.
- 3.2 Lauren Edwards, the Assistant Director of Human Resources is the nursery Ofsted Registered Designated Person.
- 3.3 To discuss concerns about the behaviour, possible wrongdoing in the setting or concerns about the Nursery management team, the contact is the Assistant Director of Human Resources, available on [lauren.edwards@durham.ac.uk](mailto:lauren.edwards@durham.ac.uk).

#### **4. Policy, Procedures and Enforcement**

- 4.1 Staff make time every day to speak to parents/carers and we use a key person approach so that parents/carers have a nominated member of staff to speak to in relation to their child's development.
- 4.2 Our nursery has an open door policy and parents/carers can speak to a member of the management team at any time.
- 4.3 Parents/carers will be informed if the Nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents/carers of children attending the nursery.

##### **Comments and Compliments**

- 4.4 A comments book is held in reception for parents/carers to record their thoughts and suggestions. We welcome emails from parents to share any feedback.
- 4.5 Parents/carers can speak to a key person or room lead at any time.

- 4.6 If a parent/carer wishes to speak to a member of the management team, the nursery operates an open door policy or an appointment can be made.
- 4.7 Parents/carers can e-mail the nursery on [day.nursery@durham.ac.uk](mailto:day.nursery@durham.ac.uk).
- 4.8 Comments and compliments are shared with staff members and acted upon appropriately.

### Complaints

- 4.9 We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a procedure for dealing with such matters.
- 4.10 **Stage one** - If any parent/carer should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance raise this with the child's key person or the room lead.
- 4.11 **Stage two** - If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome then these concerns should be presented in writing to the Nursery Manager. The manager will acknowledge receipt of the complaint and investigate, reporting back to the parent/carer within seven working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.
- 4.12 **Stage three** - If the matter is still not resolved, a formal meeting will be held between the manager, complainant and the room lead to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.
- 4.13 **Stage four** - If the matter cannot be resolved to their satisfaction, a formal meeting will be held with the designated registered person. At this meeting, documented actions will be reviewed. A record of the meeting will be made along with documented outcomes. All parties will review the accuracy of the record and sign to agree the final outcome.
- 4.14 Parents/carers are made aware that at any time throughout the process they can:
- Raise a formal complaint with the designated registered person if they wish (see 3.2).
  - If you feel the nursery/setting is not meeting or fulfilling its agreement, you may wish to Contact Ofsted on 0300 123 1231.

### Complaints log

- 4.15 A record of complaints will be kept in the nursery. The record will include the name of complainant, the nature of the complaint, date and time complaints received, actions(s) taken, result of any investigations and any information given to the complainant including a dated response.
- 4.16 Ofsted will have access to this record at any time during visits to ensure actions have been appropriately met.

## 5. Related Information

[Child Protection Policy.](#)

## 6. Version Control / Revision History:

Current Status Version: Final  
Approval date: March 2023  
Approved by: Kim Roberts, Nursery Manager

Version	Date	Changes	Changed by
Draft Version 1.0	17 May 2018	Draft version	Janice Grinter, Nursery Administrator
Draft version 1.1	22 May 2018	Move to GES format	Emma Beavis, HRA Reward, Policy and Research
Draft version 1.2	30 May 2018	Amendments following Nursery feedback	Emma Beavis, HRA Reward, Policy and Research
Final version	15 June 2018	Approved, draft watermark removed	Emma Beavis, HRA Reward, Policy and Research
Revised	12 <sup>th</sup> July 19	No Changes	Hayley Staff, Deputy Nursery Manager
Final version	15 <sup>th</sup> July 19	Approved	Kim Roberts, Nursery Manager
Final Version 4 Reviewed and Approved	4 <sup>th</sup> Feb 21	Updated 3.1 and 3.3	Kim Roberts, Nursery Manager
Reviewed	February 2022	Updates to section 3.2, 4.3, 4.4, 4.6 and 4.14	Adele Warner, Deputy Nursery Manager, Kim Roberts, Nursery Manager
Final Version 5.0	March 2022	Approved	Kim Roberts, Nursery Manager, Lauren Edwards, Assistant Director of Human Resources
Reviewed 2	2 <sup>nd</sup> March 2023	Updates to section 4.4	Kim Roberts, Nursery Manager
Final Version 6.0	2 <sup>nd</sup> March 2023	Approved	Kim Roberts, Nursery Manager
Reviewed	16 <sup>th</sup> October 2024	Updates to section 4.6.	Kim Roberts, Nursery Manager
Final Version 7.0	16 <sup>th</sup> October 2024	Approved	Kim Roberts, Nursery Manager