



## Complaints Policy

**Little Bicks aims to provide a stimulating, safe environment for all children.**

### **What we aim to do**

We aim to deliver the highest standard of care and foster good relationships with all parents and carers. We believe parent's views and concerns should be respected and acknowledged and understand that on occasion circumstances may result in a parent or carer wishing to make a complaint. Appropriate and prompt action is to be taken on any concerns raised.

### **How we will achieve this**

We have a set of procedures for dealing with concerns as follows:

#### **Stage 1**

As there is regular exchange between parents and staff it is hoped that minor concerns can be resolved during this time. A Room Leader or member of the Management team must be informed of the complaint by the relevant staff member.

#### **Stage 2**

If this does not have a satisfactory outcome the parent should then put their concerns in writing to Agnes Arvai (Manager of Little Bicks Gan Yisrael) or Rochelle Shorrick (Senior Manager of Little Bicks). A meeting will then be set up to discuss this further. An agreed written record of the discussion is made and all parties present at the meeting sign the record and receive a copy of it. Rochelle Shorrick will then write a response letter to the parent.

*Most complaints should be resolved at Stage 1 or 2.*

#### **Stage 3**

If at Stage 3 an agreement cannot be reached an external mediator is invited to settle the complaint. A mediator has not legal powers but can help to define the problem, review the action so far and suggest further ways to resolve the dispute. The mediator keeps all discussions confidential. The mediator can hold separate meetings with both parties. The mediator keeps an agreed record of any meetings that are held and the advice that has been given.

#### **Stage 4**

When the mediator has concluded the investigations, a final meeting between the parent and the managers will be held. The purpose of this meeting is to reach a decision on the action taken to deal with the complaint. The mediator's advice is used to reach a conclusion.

A record of the meeting is made, including the decision on action to be taken.

Everyone at the meeting signs the record and receives a copy of it. The role of the Office for standards in Education, Early Years directorate (Ofsted) and the Hertfordshire Safeguarding Children's Board.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition where there seems to have been a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspecting body with a duty to ensure the National Standards for Day Care are adhered to.

The telephone number of our Ofsted regional centre is:  
OFSTED 0300 123 1231

These details are displayed on the nursery notice boards.

If a child appears to be at risk, the nursery follows the procedures of the Hertfordshire Safeguarding Children's Board.

In these cases, both the parent and the nursery are informed and the nursery works with Ofsted or the Hertfordshire Safeguarding Children's Board to ensure a proper investigation of the complaint followed by the appropriate action.

### Records

A record of complaints against the nursery and or the children or adults working in the nursery are kept, including the date, the circumstances of the complaint and how the complaint was managed.

Date policy was reviewed	March 2023
This policy is due for review before	March 2024



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