

Kiddies' Cabin
Compliments, Comments and Complaints Policy

If parents/guardians have any compliments, comments or complaints about the service provided, Kiddies' Cabin and Berkshire Healthcare NHS Foundation Trust are always happy to discuss them. The Nursery Manager/Deputy will log these observations in the compliments, comments and complaints book.

Kiddies' Cabin welcomes constructive criticism and any comments on the way that the nursery runs will be used for future development plans.

Compliments are always welcome and will be fed back to the members of staff to whom they are most pertinent.

Complaints will be dealt with swiftly and confidentially. The following procedure will be followed at all times and by all staff when receiving a complaint from a parent/guardian.

The parent/guardian will be asked to discuss the complaint with the Nursery Manager or in the absence of the manager, the Deputy Manager in a private meeting. If the complaint is of a serious nature parents/guardians will be asked to put it in writing to the Nursery Manager if they have not already done so. The Nursery Manager / Deputy Manager will complete the Ofsted 'provider complaints record sheet' which is anonymous and will be kept in the Complaints File for Ofsted to view at any time. During this meeting it will be agreed how the matter will be dealt with and a timescale for doing this.

A complaint must never be ignored and will be dealt with as soon as possible. All complaints will be fully investigated and a written report will be produced detailing the results if necessary. We will notify complainants of the outcome of the investigation within 28 days of having received the complaint. Parents will be kept fully informed as to the progress of, or actions taken in regard to their complaint

At this stage, should the complaint not have been dealt with to the satisfaction of the parent/guardian they may put their concerns in writing to the line manager for the nursery as follows:

Lee Owen-Macleod
Nursery Area Manager
Berkshire Healthcare NHS Foundation Trust
Jack In The Box Nursery
Upton Hospital
Albert Street
Slough
SL1 2BJ

Email: lee.owenmacleod@berkshire.nhs.uk

Telephone: 07557 207429

Ofsted promote open and honest communication between nursery and parents/guardians and would encourage parents/guardians to approach the Nursery Manager with a concern in the first instance. However if you feel that the matter has not been dealt with in a satisfactory manner

Ofsted can be contacted as follows:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Compliance Investigation and Enforcement Team: 0300 123 1231

nbucie@ofsted.gov.uk / www.ofsted.gov.uk

Any written records regarding complaints and how they have been dealt with will be retained for three years and will be available for inspection by Ofsted upon request.

Parents wishing to complain about matters related to the funding of a universal or extended entitlement should, in the first instance discuss this with their provider. If the complaint is made in writing, any letters can be copied to the Early Years Team, Adult Children and Health Directorate, Royal Borough of Windsor and Maidenhead, Town Hall, St Ives Road, Maidenhead, SL6 1RF who will retain the letter for reference.

If the parent is unsatisfied with the provider's response they can contact the Early Years Team at RBWM by calling Customer Services 01628 683800 or by emailing:
early-years.childcare@rbwm.gov.uk.

Depending on the nature of the complaint, RBWM may have limited powers in enforcing any actions on the provider.

The nursery is totally committed to a policy of open and honest communication with all parents, at all times.

Reviewed annually in September. Updated October 2020. www.nurseries.berkshirehealthcare.nhs.uk