



Concerns and Complaints

At Broomhall Under 3s, we strive to do the best for all the children in our care and their families. Your comments, both positive and negative, will help our ongoing strategic planning. If you have a comment, concern or complaint please contact us or come and talk to us as soon as possible. You can do this by telephone (01142721453), in person, in writing, by letter or by email (info@broomhallunder3s.co.uk.)

We will ensure that: -

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be investigated thoroughly and fairly.
- If your complaint is urgent we will prioritise.
- We will provide you with an update at each stage.
- We will accept responsibility and apologise if we have made a mistake.
- You will be informed what we are going to do to put things right.

1. What to do first (Stage 1)

Most concerns and complaints can be addressed by speaking with your child's nursery staff. All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like Broomhall Under 3s Service to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the Service to understand both sides of the question. It may also help to prevent a similar problem arising again. This may be recorded on our Comments/Complaints Form.

2. What to do next (Stage 2)

If you are dissatisfied with staff's response you can make a complaint to the Childcare Managers, Theresa Fletcher or Vicky Darker. This could be made in writing using our Formal Complaints Form if you wish or by making an appointment to discuss the problem. The Childcare Manager will ask to meet you to discuss your problem. You may take a friend or someone else with you if you wish. The Childcare Manager will conduct a full investigation of the complaint and may interview any members of staff or children involved. You will then receive a written response to your complaint, which you may discuss further with the Childcare Manager within 10 school days. If your complaint is about the Childcare Managers, you should write to The Directors of Broomhall Under 3s.

3. If you are still unhappy! (Stage 3)

If you are still not satisfied you may wish to contact the Directors of Broomhall Under 3s who will invite you to a meeting which the Childcare Manager may also attend. Please include a clear explanation of your complaint, identify the process you have followed so far, including who you have spoken to and why you are dissatisfied. Please also highlight what you would see as a successful outcome to your complaint. The Directors will arrange for your complaint to be considered and investigated. Please ensure that the Directors are provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. Following the investigation the Directors will write to inform you of the outcome of your complaint and any agreed actions to be taken. Please use our Formal Complaints Form. Records of this complaint will be kept on file for 3 years.

4. Further Action

If you are still not satisfied you may refer your complaint to Ofsted. Complaints are almost always settled within the Centre but in exceptional cases it may be required to refer the problem to an outside body. Ofsted (the Office for Standards in Education) is responsible for making sure day-care settings meet set Welfare requirements. If you have serious concerns or complaints, you can make your complaint direct to Ofsted. Contact number below.

Is there a time limit for complaining?

You should complain to the Centre as soon as possible and certainly within three months. If you do not contact us within that time, normally no further action will be taken in respect of your complaint. However, any exceptional reasons you may give for not meeting this time limit will always be taken into account and any decision to hear a complaint after this time will be at the discretion of the Directors.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Resolving complaints

At each stage in the procedure, Broomhall Under 3s wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made

- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Contact Numbers

Childcare Manager: 0114 2721453

Directors of Broomhall Under 3s:

OFSTED (Complaints Helpline):0300 123 1231

By post Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Reviewed October 2023