



Complaints and Compliments

At The Nurture Circle Ltd. we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with our team. We love to hear about the things we are doing well so we can keep adding all the things you enjoy about our sessions into future planning and any positive feedback regarding our team are always shared with them – it really makes their week – so if you want to make us smile do pass any positive feedback forward.

Whilst we endeavour to always offer a quality service we do understand that sometimes miscommunications or events may not go to plan. We always actively encourage any parents to come forward with any complaints or concerns they have so we can rectify them as soon as possible – without your valuable feedback we will not always know where to make improvements – please always come forwards and speak to your Forest School Leader if anything arises.

Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of our services.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the Nature Club sessions provided by us, they should in the first instance take it up verbally with the forest school leader or staff team on site.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the company manager via email to office@thenurturecircle.co.uk. The manager will then investigate the complaint and report back to the parent within 10 working days although we will always endeavour to reply sooner to resolve the concern as soon as possible. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

Stage 3

If the matter is still not resolved, the company will hold a formal meeting between the manager, parent and where appropriate the team member to ensure that it is dealt with comprehensively. The company will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted.

Although The Nurture Circle Ltd. is not registered on a compulsory register with Ofsted due to the nature of the services it provides and it being an activity club rather than a childcare service Ofsted have been notified of our operation and we are in the process of registering on the voluntary Ofsted register. As such Ofsted has the jurisdiction to investigate all complaints that suggest a provider may not be meeting the requirements of the company's registration. It risk assesses all complaints made and may visit the company to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept by the company. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231 (**general enquiries**)
0300 123 4666 (complaints)

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

Parents will also be informed if the company becomes aware that they are going to be inspected and after inspection the company will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the company	Date for review
07/06/2021	<i>Geri Weeks</i>	07/06/2022 or before

