

Policy Title and Number:

Complaints Procedures and Staff Abuse Policy

Policy Reference Number: JIC-007

Policy

Our Complaints Procedure and our Staff Abuse Policy are designed to give priority to the interests of the children entrusted to our care and to recognise that their interests are best served by a relationship of partnership and mutual respect between their parents/carers and our nursery staff.

We recognise that, no matter how good the relationship between parents/carers and our staff may be, situations may well occur that will test it. Examples of such situations are:

- 1 Accidents.
- 2 Account Arrears
- 3 Behaviour Problems
- 4 Communication Failures
- 5 Environment/Premises Management Problems
- 6 Payment Terms & Conditions.
- 7 Policies and Procedures

The primary objective of our Complaints Procedure and Staff Abuse Policy is to ensure that any such problems are handled both effectively and sensitively in a manner that safeguards the learning environment in our nurseries.

Complaints Procedure

1. Any parent, carer, or third party observer with a concern or complaint relating to the behaviour of a member of staff or to the operations of our Company is expected to raise the matter informally in the first instance and in private, either with the member of staff most concerned or with their Nursery Manager.

2. If this proves impossible or impractical or the outcome is unsatisfactory to the complainant, they are expected to set out their complaint or concerns in writing to the Manager or, if their complaint is against the Manager, or to the Company's Director. If the complaint is against the Company, it will be considered by the Board of Directors.

3. If it is deemed appropriate and depending on the nature of the complaint, a formal investigation will be conducted by a manager or director not directly involved in the complaint to determine whether or not a formal Hearing is warranted and, if one is warranted, which employees or directors should be involved. The complainant will be expected to cooperate with such an investigation and, having done so, will then be entitled to a copy of the resulting Report. Complainants who fail to cooperate fully with an investigation will forfeit their entitlement to receive a copy of the resulting Report.

4. If a formal Hearing is appropriate it will be convened and heard as appropriate by one or more of those mentioned in paragraph 3 above within 21 days of receipt of the written complaint.

5. If the outcome of a Hearing into a complaint is not satisfactory to the complainant, an Appeal may be made in writing to the designated non-executive director of the Company. He/she will determine whether:

- to reject the Notice of Appeal or
- to hold an Appeal hearing

6. If an Appeal Hearing is deemed appropriate, it will be held within 21 days of the notice of appeal being submitted. The decision of the designated non-executive director will be final insofar as the Company is concerned, as will any decision, which falls to be made by the Board of Directors.

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7. At any time, complaints may be taken to OFSTED. They should be addressed to: The Complaints Manager, Piccadilly Gate, Store Street, Manchester M1 2WD, Tel: 03001231231.

Staff Abuse Policy

Admission of a child to a place at our nursery is offered on the understanding that parents/carers and other adults who may be involved, for example, in the collection of a child from nursery, will **treat all members of our staff with exemplary respect at all times**. This requirement is, of course, of critical importance in the presence of any children. Behaviour Management is an important function in our business, critical to the social development of all the children in our care.

1 **Expressions of anger or the use of terms of abuse** directed towards or in the presence of a member of our staff will incur a reprimand from the Nursery Manager in the form of a written warning in the first instance. “*Terms of abuse*” in this context includes any comment that implies, directly or indirectly, a derogatory lack of respect for any member of our staff. Should a second offence occur, we reserve the right to exclude the offender from our nursery premises in order both to protect the members of staff concerned and also to safeguard the nursery environment and the development of the children in our care.

2 **Expressions of anger or the use of terms of abuse in the presence of children or of other parents** will be regarded as Gross Misconduct, in response to which, we reserve the right to exclude the offender from our nursery premises with immediate effect.

Please also note. Where the use of inappropriate language and aggressive behaviour by a parent/carer is deemed by us to be in some way associated with the use of inappropriate language or aggressive behaviour by the child, our Safeguarding Children Policy will apply and we may also, at our discretion, terminate the child's nursery place.

Date updated: August 2021

Date for review: August 2022