



## Sheffield Hallam University Nurseries

# Complaints Procedure

We consider any issues you raise to be important, and will try to work with you to resolve them in whatever way you raise them. We have procedures for addressing complaints at both an informal and formal level, but this is not intended to replace the daily contact and discussions we have as part of our routine contact with you as parents and carers using our services.

Please raise any concerns about our service at either nursery as soon as possible. We believe that in most cases we can deal with complaints swiftly, with satisfactory results for all concerned. We will make initial investigations within two working days and try to rectify any problems. If you are not satisfied with our response, you may then go on to make a formal complaint.

### **Informal complaints (Stage 1)**

In the first instance, a direct approach to a member of staff in the group where your child attends may be the best way forward. All our staff are aware of our policy of treating all your concerns seriously. However, if you do not wish to approach the person involved or you are not satisfied with the response to your concern, you should contact Jackie Rhodes, Rachael Hinchcliffe, Esther Jones or Leanna Clark. All complaints will be documented on our customer care form to ensure we deal with concerns promptly.

#### **Jackie Rhodes - Childcare Services Manager**

Phone 0114 225 2513

[j.rhodes@shu.ac.uk](mailto:j.rhodes@shu.ac.uk)

#### **Rachael Hinchcliffe - Deputy Childcare Services Manager**

0114 225 2513

[r.hinchcliffe@shu.ac.uk](mailto:r.hinchcliffe@shu.ac.uk)

#### **Esther Jones - Deputy Childcare Services Manager**

0114 225 2513

[e.jones@shu.ac.uk](mailto:e.jones@shu.ac.uk)

#### **Leanna Clark - Deputy Childcare Services Manager**

0114 225 4088

[leanna.clark@shu.ac.uk](mailto:leanna.clark@shu.ac.uk)

If the complaint concerns the Childcare Services Manager, or if you do not wish to make your initial complaint within the nursery, you should contact Becky Tomlinson, Head of Nursery with responsibility for childcare services.

#### **Becky Tomlinson - 07825196111**

0114 225 3750

[r.tomlinson@shu.ac.uk](mailto:r.tomlinson@shu.ac.uk)

### **Formal Complaints Form (Stage 2)**



Some concerns will be serious enough to merit a formal approach from the start. The nursery is committed to dealing with concerns and complaints in a robust manner. Should you find that your complaint is of a more serious nature or you are not satisfied with our stage 1 (informal complaints procedure) you should discuss this with the Childcare Services Manager and action will take place in line with the formal complaints procedure which is as follows:

- Complete the formal complaint form contained within this procedure and give this to either Jackie Rhodes - Childcare Services Manager, Rachael Hinchcliffe - Deputy Childcare Services Manager, Esther Jones - Deputy Childcare Services Manager, Leanna Clark - Deputy Childcare Services Manager

Alternatively if you wish to post your complaint, the address is:

Jackie Rhodes, Sheffield Hallam University Nursery, 23 Broomgrove Road, Sheffield, S10 2LW

Jackie Rhodes, The Meadows Nursery, 339-351, Shirecliffe Road, Sheffield S5 8XJ

- The Childcare Services Manager or Deputy will investigate formal complaints and notify you of the outcome within 28 days of a complaint being made

- The details of the complaint and outcome will be kept on file and retained within the nursery; all records of complaints are made available to our governing body Ofsted

- If the complaint concerns the Childcare Services Manager, you should contact Becky Tomlinson, head of Nursery with responsibility for childcare services.

Formal complaints will be held on record for a minimum of three years.

### **Becky Tomlinson**

Becky Tomlinson - 07825196111

rebecca.tomlinson@shu.ac.uk

### **The regulatory role of Ofsted**

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:

**By telephone**      **0300 123 1231**

#### **By post**

Ofsted  
Piccadilly Gate  
Store Street

Manchester  
M1 2WD



Ofsted advise that if you are seriously concerned about your child's safety you should remove your child immediately, and contact the Safeguarding Team (Sheffield Safeguarding Children Board). You should also report your concern to Ofsted as above.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
14/4/21	<i>J.Rhodes</i>	<i>April 2022</i>



## Customer Care form

Name of Child .....

D.O.B .....

Group .....

Nature of concern

Concern Received by .....

Date Received .....

Action Taken

Date outcome shared with parent carer: .....

Parent/Carer Comments

Signature of staff member:

Signature of parent/carer:

Follow up action required: YES/NO (Delete as applicable)

Details of follow up required:

## Formal Complaints Form



**Date complaint made/received:**

**Complaint made by:**

**Name:**

**Address:**

**Telephone:**

**Complaint made (in person, letter, email, telephone)**

**Details of complaint:**

**Action Taken:**

**Outcome of complaint:**

**Response to person raising complaint:**

**Date of response:**

**Signature of person dealing with the complaint:**

**Date:**

**This form will be retained for at least three year.**