



National Day Nurseries Association



Compliments/Complaints Procedure

Compliments

Compliments are very welcome and extremely valuable in learning about how our award programme is supporting and impacting on participants. NDNA will record all compliments and share these with internal NDNA staff. We may also use look to use compliments in our marketing material to further promote Quality Counts. We will seek permission from the person sharing the compliment before doing so.

Compliments can be submitted by any of the following ways:

Email: QualityCounts@ndna.org.uk

Telephone: 01484 407070

Post: NDNA, Longbow Close, Huddersfield, West Yorkshire, HD2 1GQ

Raising a concern/making a complaint to NDNA about Quality Counts

NDNA's vision is a society where all children and families receive the best-quality care and learning that enable them to reach their potential.

NDNA's mission is to empower nurseries to provide sustainable, excellent care and early learning for children.

We welcome any suggestions from nursery providers, on how we can improve our services, and will give prompt and serious attention to any constructive feedback. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively.

Safeguarding concerns/complaints will be referred to our safeguarding lead who will follow procedures outlined in NDNA Safeguarding Children & Child Protection policy.

Concerns/complaints from Quality Counts Participants.

The following process will be followed for all concerns/ complaints received from Quality Counts participants:

- Concerns/complaints should be sent confidentially in writing, addressed to a member of the Quality Counts team
- Provided the concern/complaint falls within the scope of Quality Counts, NDNA will carry out a full investigation. Concerns/complaints referring to quality of care and education will be directed to Ofsted and child protection/safeguarding concerns will be directed to their local authority. Quality Counts may be suspended until further investigations at this stage.

Concerns/complaints will be addressed through a 3 stage process:

Stage 1

Following receipt of a concern/complaint the Quality Counts manager will investigate the complaint and may contact the complainant for further details.

Stage 2

If the concern/complaint is not resolved at stage one the Quality Counts manager will refer the case to the Quality Counts panel for review. Further investigation may be required at this stage. The Panel may dismiss the complaint on the basis of either not being relevant to Quality Counts or lack of substantiating evidence, or may uphold or partially uphold the concern/complaint and suspend Quality Counts

Stage 3

If the complainant does not agree with the decision of the Panel, they may appeal within 10 working days to the Senior Management Team stating the reasons for appeal and providing relevant evidence. The appeal will be heard at the next scheduled Senior Management Team (SMT) meeting. SMT may decide to uphold or overturn the decision and the decision of SMT is final. The nursery provider will be notified of SMT's decision within five working days of the meeting

- Complainants and nursery providers commit to recognise the sensitive nature of complaints under this process and will keep details confidential and not discuss publicly
- NDNA will ensure complaint records will be stored securely in line with General Data Protection Regulations.

Concerns/complaints should be posted to:

Quality Counts
National Day Nurseries Association
Longbow Close
Huddersfield
W.Yorks
HD2 1GQ