



Policy Document:

Complaints.

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Policy statement

Our setting is committed to providing a safe, stimulating, consistent and accessible service to children and all parents/carers. We always aim to provide high quality services for everyone and we believe that children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. This policy constitutes the Pre-School's formal complaints procedure and is displayed on our premises at all times.

Procedure

To achieve this, we operate the following complaints procedure.

- We are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as Ofsted inspectors. A full procedure is set out in the Pre-School Learning Alliance publication 'complaints summary record' which acts a 'Summary Log'.

Making a complaint:

▪ **Stage 1**

Any parent who has concerns about aspect of the setting's provision should talk first of all, to the setting manager. Most complaints should be resolved amicably and informally at this stage.

▪ **Stage 2**

If a satisfactory outcome is not achieved, or if the problem recurs, the parent can move to stage 2 of the procedure and put their concerns or complaints in writing to the Manager and the Chairperson of the management committee.

For parents who are not comfortable with making written complaint, there is a template form in the above mentioned publication; the form may be completed with the person in charge and signed by the parent.

The setting stores written complaints in the child's file. However if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation is completed, the setting leader meets with the parent to discuss the outcome.

When the complaint is resolved at this stage, the summative points are logged in the complaints summary record.

▪ **Stage 3**

If the parent is not satisfied with the outcome of the investigation, he/she can request a meeting with the Manager and Chairperson of the management committee. The parent should have a friend or partner present if required and the Manager should have support of the Chairperson of

the management committee present. An agreed written record of discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.

The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage the summative points are logged in the complaints summary record.

- **Stage 4**

If at stage 3 the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offers advice.

A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be solved.

Staff or volunteers within the Pre-School Learning Alliance are appropriate persons to be invited to act as mediators.

The mediator keeps all discussion confidential. They can hold separate meetings with the manager, chairperson and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

- **Stage 5**

When the mediator has concluded her/his investigations, a final meeting between the parent, the Manager and the Chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion.

The mediator is present at the meeting if all parties think this will help a decision be reached.

A record of this meeting, including this decision on the action to be taken, is made. Everyone presents at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years (Ofsted) and local safeguarding Children Board.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the settings registration requirement, it is essential to include Ofsted as the registering and inspection body with a duty to ensure the national standards for day care are adhered to.

The address and telephone number of Ofsted is:

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

The address and telephone number of Ofsted are also displayed on Parents notice Board.

If a child appears to be at risk our setting follows the procedures of the Local Safeguarding Children Board in our local authority. In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our setting and/or children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the complaints summary record which is available for parents and Ofsted on request.

ADOPTION AND ANNUAL REVIEW OF THE POLICY

This policy was adopted on:..... - 1 October 2013
Signed:..... SK

This policy was reviewed/amended in:..... - October 2014
Signed:..... SK

This policy was reviewed/amended in:..... - October 2015
Signed:..... SK & JRS

This policy was reviewed/amended in:..... - October 2016
Signed:..... SK & JRS

This policy was reviewed/amended in:..... - September 2017
Signed:.....JRS

This policy was reviewed/amended in:..... - October 2018
Signed:..... SK

This policy was reviewed/amended in:..... - November 2019
Signed:..... SK

This policy was reviewed/amended in:..... - November 2020
Signed:..... SK

This policy was reviewed/amended in:..... - September 2021
Signed:..... SK

This policy was reviewed/amended in:..... - October 2022
Signed:.....JRS

This policy was reviewed/amended in:..... - August 2023
Signed:.....JRS

This policy was reviewed/amended in:..... -
Signed:.....



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Staff confirmation sheet – Staff members need to sign once the policy has been read.

Date:	Print Name:	Signature: