
COMPLAINTS PROCEDURE

The company & its staff believe that children and parents are entitled to expect courtesy and prompt, careful 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. At all times parents are asked to conduct themselves in a manner accustomed to the setting.

To achieve this, we operate the following complaints procedure. All settings 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 to Ofsted inspectors.

Making a Complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the setting leader. All parents are asked to do this in a manner suitable to the setting & in private away from children. A private area is always available for this.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Childcare Manager of the setting.

AT THIS POINT THE SENIOR MANAGEMENT WILL BE INFORMED IMMEDIATELY BY THE MANAGER & WILL SUPPORT THE MANAGER TO CARRY OUT A FULL INVESTIGATION INTO THE COMPLAINT. IF THE COMPLAINT IS DEEMED SERIOUS ENOUGH OR THE SENIOR MANAGEMENT TEAM FEEL IT WOULD BE MORE SUITABLE A MEMBER OF THE SENIOR TEAM WILL CARRY OUT THE INVESTIGATION.

- When the investigation into the complaint is completed, the manager arranges feedback with the parent to discuss the outcome. Written notification will also be given to parents & a copy attached to the original log.
- The setting stores written complaints from parents in the child's personal 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 in the child's registration folder.
- Whilst a swift conclusion to parental concerns is always recommended, we aim to conclude all complaints in writing within 28 days.

Stage 3

- If the parent is not satisfied with the outcome of the investigation **OR** if they feel their concern is too serious for this to be addressed by the Manager of the Nursery. Parents are asked to write to

the Director of the company either by post or email (ass details are available on the nursery website)

- The Director or her Senior Representative will make contact with the parent & carry out a full investigation into parents' concerns.
- Whilst a swift conclusion to parental concerns is always recommended, we aim to conclude all complaints in writing within 28 days.
- Written record of the investigation will be forwarded to parents & any agreed actions will be discussed with parents via telephone or in a meeting if appropriate depending on the circumstances.

Stage 4

- If after proceeding through Stage 3 the parent and setting cannot reach agreement, an external mediator maybe invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer 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 resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel 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 s/he gives.
- When the mediator has concluded her/his investigations, a final meeting between the parent, the Manager and the Director or their Senior Representative 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 to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

OFTSED

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the EYFS Welfare Standards are adhered to

**OFSTED
PICADILLY GATE
STORE STREET
MANCHESTER
M1 2WD
0300 123 1231**

- These details are displayed on our setting's notice board & Parents Handbook
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Committee in our local authority. In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- The outcome of all complaints that reach Stage 2 of our procedure is recorded in the Complaints Summary Record, which is available for parents and Ofsted Inspectors on request. Personal details are not logged in order to protect the privacy of the children & parents.
- Any record of complaint forwarded by Ofsted will be full investigated as a Stage 2 complaint & conclusions/actions will be stored in the Complaints File.

**THIS POLICY WAS ADOPTED IN: JUNE 2007
REVIEWED ANNUALLY**