



## Complaints Procedure

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### **Statement of intent**

Our setting believes 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 serious consideration 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.

### **Aim**

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

### **Methods**

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 can be made available to parents as well as to Ofsted inspectors.

#### **Stage 1**

- Any parent who has a concern about an aspect of the setting's provision should discuss their worries and anxieties with the setting leader.
- 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 setting leader.
- Further investigation of complaint is carried out.
- The setting stores written complaints from parents in a file.
- When the investigation into the complaint is completed, the manager may meet or write to the parent of the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints file.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, they may request a meeting with the setting owner. The parent could have a friend or partner present if required and the owner could have the support of, a member of staff, present.
- An agreed written record of the discussion is made as well as any decision or action to be taken as a result. Attendees may be requested to sign the record.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints file.

#### **Stage 4**

- If at the Stage 3 meeting 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 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.

- 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 setting personnel (setting manager and owner) 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 given. This written documentation is shared with the setting manager/owner and parents. If all parties are in agreement that a satisfactory outcome has been reached the summative points are signed by all involved and these are logged in the complaints file.

#### Stage 5

- A final meeting between the parent, the setting manager and the owner maybe held if deemed necessary. 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 maybe 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 kept. Everyone present 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 Directorate (Ofsted) and the Area Safeguarding Children Committee.**

- Parents may approach Ofsted directly. In addition, where there seems to be a possible breach of the setting's registration requirements, other than financial disputes, Ofsted as the registering and inspection body can be contacted.
- The address and telephone number of our Ofsted regional centre are:  
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.  
Tel No. 0300 123 1231
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Committee as in L.A.D.O.
- In these cases, both the parent and setting are informed, and the setting manager works with Ofsted or the L.A.D.O to ensure a proper investigation of the complaint, followed by appropriate action.

#### **Records**

- A record of complaints against our setting and/or the 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 file which is available for parents and Ofsted inspectors on request.

Last reviewed on \_\_\_\_\_

Last reviewed on \_\_\_\_\_

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