



## **Complaints procedure**

### ***Policy statement***

Our pre-school 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 pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. 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 pre-school to a satisfactory conclusion for all the parties involved.

### **Procedure**

#### **Stage 1**

- 1 Any parent who is uneasy about an aspect of the pre-school's provision talks over, first, his/her worries and anxieties with the pre-school supervisor.
- 2 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 this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by the supervisor and signed by the parent.
- Preschool stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, we may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the supervisor meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the supervisor and the chair. The parent may have a friend or partner present if they prefer and our supervisor should have the support of the management team.
- An agreed written record of the 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.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

#### **Stage 4**

- 1 If at the Stage 3 meeting the parent/individual and pre-school 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

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and suggest further ways in which it might be resolved.

- 2 Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- 3 The mediator keeps all discussion confidential. S/he can hold separate meetings with the pre-school personnel (pre-school supervisor and chair of the management committee) and the parent/individual, 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.

### Stage 5

- 1 When the mediator has concluded her/his investigations, a final meeting between the parent/individual, the pre-school supervisor 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 to be reached.
- 2 A record of this meeting, including the decision on the action to be taken, is made. Everyone attending 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, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board and the Information Commissioner's Office***

- Parents may approach Ofsted directly at any stage of this complaints 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD  
Tel: 0300 123 1231
- These details are displayed on the entrance to preschool.
- If a child appears to be at risk, we follow the procedures of the Somerset Safeguarding Children Partnership.
- In these cases, both the parent and our setting informed and our manager work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice available on request and on our website. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

### ***Records***

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept for at least three years, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted by agreement of Kingsbury Episcopi Pre-school Committee

Signed on behalf of the pre-school \_\_\_\_\_ Date \_\_\_\_\_

Name of signatory \_\_\_\_\_

Position on committee \_\_\_\_\_