



Complaints Policy

Overall Aim of Policy

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. In the event that we receive a complaint about the running of the setting then our intention is to give this our prompt and serious attention. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriated member of staff. However, if this does not achieve the desired result then we have a defined formal procedure to expedite a satisfactory resolution for all parties concerned.

Specific Objectives and Procedures for this Policy

- The Pre-School Committee is responsible for developing and reviewing the Complaints Policy
- Our Policy takes into account our statutory responsibilities relating to child protection and confidentiality
- We adhere to the guidelines set out by Ofsted and will address and record all complaints received as appropriate. All settings are required to keep a 'summary record' of all complaints that reach stage 2 (see below) or beyond. This can be made available to parents as well as to Ofsted inspectors on request.
- All concerns / complaints should be referred in the first instance to the Pre-School leader, thus ensuring a consistent and confidential approach.
- Depending on the nature of the complaint, the Pre-School Leader may need to consult with third parties as deemed appropriate.
- It is not the responsibility of Preschool to investigate a safeguarding issue. If it becomes apparent during investigations that a child appears to be at risk, we will follow the procedures of the North Yorkshire Safeguarding Children Board (NYSCB) in our local authority. Procedures to be followed in this instance are outlined within our safeguarding children policy.
- 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 they are the registering and inspection body with a duty to ensure the Early Years Foundation Stage requirements are adhered to.
- The address and telephone number of our Ofsted regional centre can be made available on request, and contact details are listed at the end of this policy.
- The record of complaints will be made available to Ofsted on request.
- All records of complaints against our setting and/or the children and/or the adults working will include details relating to the date, the circumstances of the complaint and how the complaint was managed.
- All records and documentation relating to complaints are stored in the Pre-School Office listed in Complaints Procedure folder which is kept locked at all times
- In the event of logging a complaint for reference and logging purposes these will be numbered in sequential order.
- Any information relating to complaints will be held on the premises and retained for 30 years and archived as needed.
- A copy of our Complaints Policy, together with all our other Policies, will be located on the parents' shelves for all Parents / Carers to refer to as necessary and an updated copy is on our pre-school website. In addition, a separate copy of all our policies exists for staff reference. Parents may request written copies of these policies at any time.

Complaints Procedure

Stage 1



- Any parent who has a concern about an aspect of the setting's provision first of all discusses the issue with the Pre-School leader.
- Most complaints should be resolved amicably and informally at this stage.
- The Pre-school leader will make a written record of these verbal communications and the action and results taken. These notes will be kept in our complaints folder and a copy with the child's registration documents.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent should put their concerns or complaint in writing to the Pre-School leader and the designated member of management committee.
- A response will be issued within 5 working days
- For parents who are not comfortable with making written complaints, a template form can be made available and completed with the Pre-School leader and signed by the parent
- All written complaints from parents are stored on the premises in the office area as detailed above
- When the investigation into the complaint is completed, the Pre-School Leader and a member of the Committee will meet with the parent to discuss the outcome. This meeting will take place within 10 working days of the complaint first being received
- If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
- The preschool will notify complainants of the outcome of any further actions.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a further meeting with the setting leader and the designated member of the management committee. The parent can have a friend or partner present if required
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of 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, the summative points are logged in the Complaints Summary Record.
- The preschool will notify complainants of the outcome of any further actions.

Stage 4

- If the parent and setting cannot reach agreement at the stage 3 meeting, 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.
- The mediator keeps all discussion confidential. Separate meetings can be held with the Pre-School Leader, designated Committee Member 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.

Stage 5

- When the mediator has concluded the investigations, a final meeting between the parent, the Pre-School Leader and the designated member of the committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint using the advice offered by the mediator. The mediator is present at the meeting if all parties think this will help a conclusion 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.

Ofsted contact details:

Ofsted

Picadilly Gate, Store St.

Manchester M1 2WD

www.ofsted.gov.uk 0300 1234666 (complaints and concerns about childcare providers)

References to other Policies:	Confidentiality Policy, Safeguarding Policy
Policy Monitoring and Evaluation:	This policy will be monitored on an on-going basis
Signature:	
Review Date:	June 28th 2015
Date of Next Review:	June 2016