

COMPLAINTS POLICY

Policy statement

Our setting believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We always welcome suggestions from parents/carers to share their views on how to improve our 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.

Procedures

All settings are required to keep a 'summary log' of all complaints against our setting, or the children, or the adults working in our setting. These summary logs are all kept on record for 3 years. The record is intended for complaints relating to the requirements of the EYFS.

The summary complaints log is available for parents/carers and Ofsted inspectors on request. The setting will handle all personal information responsibly and in line with good practice of the Data Protection Act 2018 which protects, how personal information is stored and not disclosed. These logs will not name the person making the complaint, or any persons (adults or children) that relate to the complaint.

Complaint

If a written/emailed/verbal complaint is received from a parent/carer the setting manager will investigate the complaint to their fulfilment of the EYFS. The setting will investigate the complaint within a timescale of up to 28 days. We want to ensure parents/carers that their views are welcomed and valued and that we will not treat them or their child differently because they have expressed a concern or made a complaint.

Making a complaint

Any parent/carer who has a concern about any aspect of the settings provision should firstly speak to the setting manager to address their concerns.

Most complaints should be resolved amicably and informally at this stage.

If this does not have satisfactory outcome, or if the problem reoccurs, the parent/carer moves to the next stage of the procedure by putting the concerns or complaint in writing to the setting manager who will investigate further into the nature of the complaint.

Parents/carers will be informed of the outcome of the investigation within 28 days of making the complaint. The summative points of the complaint are then logged by the setting manager on the complaints record form. When the investigation into the complaint is completed, the setting manager will arrange a meeting with the parents/cares to discuss the actions and outcomes. A copy of the record will be shared with the parents at this meeting and signed by the setting manager.

If the parent/carer is not satisfied with the outcome of the investigation, they can request a further meeting with the setting manager. The parents/career can have a friend or partner present if required and the setting manager will also have the support of the joint business partner.

During this 2nd meeting 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.

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

If at the 2nd meeting the parent/carer and the setting cannot reach an agreement, an external mediator is invited to help to settle the complaint and a 3rd meeting will be arranged. 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. They can hold separate meetings with the setting personal (setting manager and business partner) and the parents 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 gives.

When the mediator has concluded their investigations a final meeting between the parents/carers, the setting manager and the business partner 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 had concluded.

Parents/carers may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be possible breach of the settings registration requirements, it is essential to involve Ofsted as the registering and inspecting body with a duty to ensure the welfare Requirements of the Early Years Foundation stage are adhered to.

Ofsted details are displayed on our settings notice board.

Parents/carers can always telephone Ofsted Directorate on 0300 123 1231 Monday to Friday 8am – 6pm. Alternatively email enquires@ofsted.gov.uk or write to

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