

Brockholes Pre-School

Complaints Policy and procedures

Aim:- Brockholes 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 complaints.

We aim to bring any concerns/complaints about our pre-school provision or practice to a satisfactory conclusion for all of the parties involved.

All complaints will be investigated and a full account of the findings of the investigation will be provided in writing within 20 days of receiving the complaint.

We keep a 'summary log' of all complaints that reach stage two or beyond using the Pre-school Learning Alliance Publication 'Summary Complaints Record' and follow the full procedure as stated in the publication. This is made available to parents and OFSTED inspectors.

All written records ascertaining to complaints are kept for a period of two years including the outcome of the investigation and the actions taken.

To achieve this, we operate the following complaints procedure.

Stage 1

- Any parent who has a concern about an aspect of the setting's provision should bring the concern to the attention of the setting leader.
- We aim to resolve most concerns amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the concern recurs, the parent should put the complaint in writing to the pre-school leader and/or the chair of the management committee.

- For parents who are not comfortable with making complaints, there is a template for recording complaints in the Pre-school Learning Alliance Publication 'Summary Complaints Record'. The form may be completed with the person in charge and signed by the parent.
- A full investigation will then be undertaken.
- We store all written complaints and subsequent reports/paper work concerned with the complaint in the 'Complaints file'
- When the investigation is complete the setting leader or the chair of the management committee or both meet with the parent to discuss the outcome
- When the complaint is resolved, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation the parent can request a meeting with the pre-school leader and/or the owner/chair of the management committee. Both parties should have a friend or witness present.
- A written record of the discussion is made including agreements, decisions made and actions to be taken as a result of the meeting. All parties sign and received a copy.
- This signed record signifies that the procedure has concluded and the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent 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. The 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 and may be invited to act as mediators).
- The mediator keeps all discussion confidential. They can hold separate meetings with the pre-school personnel (pre-school leader and owner/chair of the management committee) 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 they give.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent, the pre-school leader and/or the chair of the management committee will be 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 can be 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 and the summative points are logged in the Complaints Summary Record.

Parents may contact Ofsted directly at any stage of the complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

There address and telephone number are:-

The National Business Unit
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone Number:- 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 Local Safeguarding Children Board procedures and we work with the Local Safeguarding Children Board or OFSTED to ensure a proper investigation of the complaint and that the appropriate action is taken.

Complaints about Members of Staff/Volunteer/Persons working in the Setting

The same procedure will be followed in the event of the nature of the complaint being about a member of staff/volunteer/persons working in the setting, and depending on the nature of the complaint, they may be informed about the complaint and if appropriate suspended on full pay for the duration investigation, until the matter is resolved.

If the complaint contains an allegation of abuse against a child by a member of staff/volunteer/persons working in the setting our safeguarding policy and procedure, (see Allegations Against Staff/Volunteers/Persons Working in the Setting) will be followed and adhered to.

Recording Complaints

An accurate record of complaints against our setting/children/adults working in the setting are kept including date, circumstances of the complaint, how the complaint was managed, findings, conclusion and actions taken and kept in the complaints file.

The outcome of complaints is recorded in the 'Summary Complaints Record' which is available for parents and OFSTED inspectors on request.

Complaints records are kept for at least three years.

EYFS Key Themes

A Unique Child	Positive Relationships	Enabling Environment	Learning and Development
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Re-viewed August 2012