

# St Oswald's Pre-school Complaints Procedure

## Policy Review

This policy will be reviewed in full by the owner and deputy manager annually.

The policy was last reviewed and agreed by the owner and deputy manager on **27<sup>th</sup> March 2018**

It is due for review on **27<sup>th</sup> March 2019** (up to 12 months from the above date).

Signature ..... Date .....  
**Owner/Manager**

Signature ..... Date .....  
**Deputy Manager**

## **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 prompt and serious attention 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 the complaint.

## **Aim**

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

Complainants will be notified of the outcome with 28 days.

## **Methods**

To achieve this, we operate the following complaints procedure:

## **Making a Complaint**

### **Stage 1**

Any parent who has a concern about an aspect of the setting's provision should discuss this, in the first instance, with the setting's owner/manager (June Deebank).

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 on to stage 2 of the procedure by putting the concerns or complaint in writing to the setting's leader.

The setting stores written complaints from parents in the child's personal file. However, if necessary a separate file will be designated for the complaint.

When the investigation is completed, the setting's leader will meet with the parents to discuss the outcome.

If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### **Stage 3**

If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the setting's leader and the Deputy Manager. The parents 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 copy signifies that the procedure has concluded. If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### **Stage 4**

If at the Stage 3 meeting the parent and setting cannot reach an agreement, an external mediator is invited to help 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. She/he can hold separate meetings with the setting personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings held and any advice given.

## **Stage 5**

When the mediator has concluded their investigations, a final meeting between the parents and setting leaders 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 has concluded.

## **The role of Ofsted and the Safeguarding Children Committee**

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 Statutory Framework are adhered to.

The address and telephone number of our Ofsted regional centre are:

**0300 123 1231**

**National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2ND**

**[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)**

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 Safeguarding Children Committee in our local authority.

In these cases, both the parent and setting are informed, and the setting leaders work with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by the 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 Summary Record which is available for parents and Ofsted inspectors on request.