

16- Complaints Policy

Aim: To ensure if there are complaints they are dealt with promptly.

We believe that children, parents/carers and staff 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 concerns.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for everyone involved. To achieve this, we operate the following complaints procedure.

Procedures

How to complain:-

Stage 1

- Any parent/carer who is uneasy about any aspect of the settings provision talks over his/her worries and anxieties with their child's Key Person/Manager.
- We record the issue, and how it was resolved, in the child's file.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Owner/Manager of the setting. Parents can use Woodentops complaint form to make a complaint.
- When the investigation into the complaint is completed, our manager/owner meets with the parent to discuss the outcome.
- The parent/carer will receive a response to the complaint within 28 days of the complaint being received.
- When the complaint is resolved at this stage, we log the summative points in our Complaints Folder, which is made available to Ofsted.

Stage 3

- If the parent/carer is still not satisfied, he/she can request a meeting with the manager and/or owner. The parent/carer may have a friend and partner present if required and the manager/owner may have a supporter.
- An agreed written record of the discussion is made. 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.
- The summative points from the complaint and outcome are logged in the Complaints Folder.

Stage 4

- If at the Stage 3 meeting the parent/carer and setting cannot reach agreement, an external mediator may be 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. She/he can hold separate meetings with the manager or owner of the setting and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Key Person and the Manager 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.

OFSTED and the Local Safeguarding Partnership (LSP)

Parents/carers may approach Ofsted directly at any stage of this complaint's 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Ofsted can be contacted 0300 123 1231.

This is displayed on our notice board

Email: enquiries@ofsted.gov.uk

Address: Applications, Regulatory & Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

If a child appears to be at risk, we will follow the procedures of the Central Beds Local Safeguarding Children Board (CBLSCB).

In these cases, both the parent/carer and setting are informed and the Manager/owner works with Ofsted or the CBLSCB to ensure a proper investigation of the complaint followed by 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.

Complaints Folder

The Complaints Form and folder are kept in a secure filing cabinet and are to be used in the event of a complaint. Information will be kept on file for the recommended time.

This policy was adopted on	25 th March 2019
Policy reviewed	1/1/22
Date for review	Jan 23