

COMPLAINTS POLICY AND PROCEDURES

Policy Statement

Our intention is to work in partnership with parents and we welcome suggestions on how to improve our pre-school.

We believe that children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. We also feel that it is in the best interest of the parents and pre-school that any complaint is taken seriously and dealt with fairly and in a way that respects mutual confidentiality. 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 set procedures in place for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

How to use the complaints procedure

All settings are required to keep a log of all complaints, this is to be made available to parents as well as Ofsted inspectors and our complaints policy is situated in the policies folder and on the main notice board.

1. If a parent is not satisfied with any aspect of the pre-school's provision, they should firstly express their concerns verbally to the manager.
2. Longwick Pre-school will investigate the complaint and feedback within 28 days of the complaint being made, although we hope to resolve and reassure at the time the complaint is made.
3. If this does not have a satisfactory outcome, or if the problem recurs, then the parent should put their concerns or complaint in writing formally to the manager and the chair of the management committee either by post or in an email to longwickpreschool@gmail.com.

All written complaints from parents will be stored in the setting's complaints folder, however if the complaint involves a detailed investigation, then all relevant paper work will be stored in a separate file relating to this complaint.

4. When the investigation is completed, the manager will meet with the parent to discuss the outcome.
5. If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the manager and the chairperson of the management committee. The parent should have a friend or partner present if required.
6. An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting sign the record and receive a copy of it.
7. If a serious complaint is made that suggests a child may have been put at risk of harm then the **LADO (Local Authority Designated Officer)** should be contacted on: **01296 382070**.

When the complaint is resolved a summary will be added to the complaints record.

An external mediator will be brought in if the parent and the setting cannot reach an agreement using the outline procedures. The external mediator will be acceptable to both parties will be brought in to help settle the complaint. He or she will listen to both sides and offer advice. A mediator has no legal powers but can review the action so far and suggest alternative ways in which to resolve the complaint.

The mediator will -

- Keep all discussions confidential
- Hold separate meetings with the parent and setting personnel (if this decided would be helpful)
- Keep an agreed written record of any meetings that are held and any advice that he/she gives

When the mediator has concluded his/her investigations a final meeting between the parent, the manager and the chair person 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 will be used to reach this conclusion.

A record of this meeting, including the decision or action to be taken, is made. Everyone present signs the record and receives a copy.

This signed record signifies that the procedure has concluded.

Please note that parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a 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.

The details of how to contact Ofsted with regard to a complaint are clearly displayed on the main notice board in the entrance hall.

Contact details for OFSTED are – 0300 123 1231

Applications, Regulatory and Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the setting and the parent are informed and the setting manager will work with Ofsted or the LSCB to ensure a proper investigation of the complaint, followed by appropriate action.

The registering authority OFSTED will be involved if a child appeared to be at risk or where there appeared to be a breach of registration requirements. In these cases, parents and pre-school would be informed.

Staff

1. If you have any queries or concerns about a member of staff or the pre-school, please refer to the complaints procedure.
2. The pre-school will ensure that records of all complaints are kept for at least 3 years.

Date Policy Implemented *January 2011*

Signed



Name and Role

Alex Barter, Committee Management Chair

Date of Last Review

November 2023

Date of Next Review

November 2024