

SAFEGUARDING CHILDREN

MAKING A COMPLAINT

Policy statement

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

Procedures

We are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern regarding the setting or their child talks over, first of all, his/her concern with the setting leader.
- 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 this stage of the procedure by putting the concerns or complaint in writing to the setting leader and the chair of the management committee. **The chairperson's email address is: cranbornepreschoolchair@gmail.com**
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting leader meets with the parents to discuss the outcome.
- When 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 requests a meeting with the setting leader and the chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee present.
- 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.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at this stage three meeting the parent and setting 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. 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.
- Representatives of the Dorset Sure Start Unit are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting leader and 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 s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and chair of the management committee 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, is made. Everyone present at the meetings signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and The Local Safeguarding Children Board

- 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 for the Early Years Foundation Stage (2017) are adhered to:
- The address and telephone number of Ofsted are:
Early Years Ofsted: Ref No: 144281
Complaints
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
- These details are displayed on our setting's notice board.
- If a child appears at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

The pre-school must share an account of the findings of the investigation and any action, if any, that has been taken or intended to be taken as a result of the investigations with parents at the setting. This must be done within 28 days from the date the complaint was made. This can be achieved by sharing the complaint record, ensuring confidentiality is maintained.

June 2018
This policy was adopted on: _____
June 2019
Date to be reviewed: _____
<i>Lucy Fairchild</i>
Signed on behalf of the Committee: _____

Changes Made: **Y**/N