

COMPLAINTS PROCEDURES

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents/carers are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our setting at any time.

Making concerns known

A parent who is uneasy about any aspect of the setting's provision should first talk over any worries and anxieties with their child's keyperson. If the complaint is such that the worker feels unable to resolve the situation to the satisfaction of the parent / carer then they should refer to their immediate line manager, who may in turn refer through to the Childcare Services Manager.

Complaints Log

- A record of the complaint should be made on the Ofsted Complaints Form and retained. The complaints log should be shared with the Childcare Services Manager and an agreed response or action made to include liaison with the parent to seek their understanding and satisfaction.
- All comments and complaints will be shared at staff meetings in order to discuss complaints openly within the team and ensure any agreed actions are shared.
- If there is no satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Coordinator and/or Childcare Services Manager. Both parents and the coordinator / manager may have a friend, partner or colleague present, if required, and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage

Board of Trustees

If the matter is still not solved to the parents/carers satisfaction, the complaint should be forwarded in writing to the Board of Trustees.

Mediation

If parent and setting cannot reach an agreement, it may be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. S/he will meet with the setting if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

The role of the registering authority

In some circumstances, it will be necessary to notify OFSTED,

Phone 0300 123 1231,

Website Contact Us Page <https://contact.ofsted.gov.uk>

Email enquiries@ofsted.gov.uk

Ofsted have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent setting would be informed.

Parents may contact OfSTED at any time with their complaint, however most normally the stepped process above will be enough to resolve the issue.

We believe that most complaints are made constructively, and we can learn from them to inform practice. Most complaints can be resolved at an early stage. We also believe that it is in the best interests of the setting and the parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

Policy formulated on: June 2010

Policy last reviewed on: May 2019

Signed:

Judy Westcott /-