

## 1.8 Making a Complaint

### Our Policy Statement

At Little Avenues Pre-school we believe 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

#### *Making a complaint*

##### Stage 1

- Any parent/carer who has a concern about an aspect of the setting's provision should firstly, talk over, his/her concerns with the Pre-school Manager.
- We have a 'record of conversation' file that is completed to detail any concerns and outcomes. This record is agreed and signed by both parties.
- 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 to this stage of the procedure by putting the concerns or complaint in writing to the Manager.
- For parents who are not comfortable with making written complaints, we can provide a form for you; the form may be completed with the Manager and signed by the parent.
- The setting stores written complaints from parents in the child's confidential personal file. When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome. The outcome must be reported within 28 days of making the complaint.
- We have a 'Summary of Complaints' record detailing all complaints that reach stage two or beyond. When the complaint is resolved at this stage, the summative points are logged in this file.

##### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager. We advise that the parent should have a friend or partner present and the Manager should have the support of a member of the management team.
- 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 record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the 'Summary of Complaints' file.

##### Stage 4

- If at the 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. Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.

- The mediator keeps all discussions confidential. He or she can hold separate meetings with the Manager/Management team 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 he or she gives.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, Manager/Management team 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 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 Welfare Requirements of the Early Years Foundation Stage are adhered to. The number to call Ofsted with regard to a complaint is: 0300 123 1231 alternatively 0300123 4666 or enquiries@ofsted.gov.uk. These details are also displayed on our setting's notice board.
- 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 parent and setting are informed and the Manager works with Ofsted or the Local Safeguarding Children Board 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.
- The outcome of all complaints is recorded in the Summary of Complaints file and is available for parents and Ofsted inspectors on request.

Updated 29/01/2021

Manager's signature \_\_\_\_\_ Date \_\_\_\_\_

Safeguarding Officer \_\_\_\_\_ Date \_\_\_\_\_

<p>Date:</p> <p>Time:</p>	<p>Completed by:</p> <p>Persons Present:</p>
<p>Nature of Complaint:</p>	
<p>Complaint made by:</p> <p>Completed by Signature:</p> <p>Signatures of People Present:</p>	<p>Signed:</p>
<p>Managers Signature:</p>	

\*A full investigation into this complaint will be undertaken and a response will be made within 28 days. The conclusion will be logged in the Summary of Complaints file.

Date:	Completed by:
Summary of Complaint:	
Action Taken:	
Managers Signature:	Date: