

# Making a Complaint

## Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers

### Policy statement

Yaxley & Mellis Pre- School believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We are always available to discuss any comments, suggestions or concerns that you may have about your child. We take our partnership with parents very seriously, so please be in contact with us about any concerns, large or small. You can contact us by phone, 01379 788458 or email (ympreschool1@gmail.com/ympreschool@hotmail.com) or in person. The office is available for confidential conversations. We are always trying to improve our service, so we value your feedback. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

### Procedures

Yaxley & Mellis Pre- School is required to keep a written record of any complaints that reach stage two or above, and their outcome. This is available to parents, as well as to Ofsted inspectors on request.

### *Making a complaint*

#### *Stage 1*

- Any parent who has a concern about an aspect of the setting's provision should arrange an appointment to talk over any worries or anxieties with the Key Person / Team Leader or Manager if they feel that this is the most appropriate person.
- Most complaints should be resolved amicably and informally at this stage.

#### *Stage 2*

- If the parent is still concerned they should then make an appointment to speak to one or both of the Committee Chairs (directors).
- At this point if they still feel their complaint has not been dealt with satisfactorily it should be recorded in writing in the complaints log.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Chair 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 Chair/Team Leader/Manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- 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 should request a meeting with the Committee Directors. The parent should have a friend or

partner present if required and the Team Leader should have the support of the Manager.

- 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 Complaints Summary Record.

#### *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.
- Local authority representatives 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 personnel 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 and the directors 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 the Office for Standards in Education, Children's Services and Skills (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 Safeguarding and 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**
- These details are 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 Team Leader/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 Complaint Investigation Record, which is available for parents and Ofsted inspectors on request.