



Tickton Pre-school and Play Pals, Complaints Policy

Working in conjunction with the Early Years Foundation Stage Statutory Framework (EYFS).

Quality and Consistency.
A Secure Foundation.
Partnership Working.
Equality of Opportunity.

Unique Child

Positive Partnerships

Enabling Environment

Learning and Developing

Safeguarding children

EYFS

Data protection Act 1998

TICKTON PRE-SCHOOL and PLAY PALS use the PLA complaints record proforma for all complaints. Copies stored in the complaints record file in the staff store room.

Policy statement

As a setting, we have a written procedure in place for dealing with concerns and complaints from parents and carers. We keep a written record of any complaint made, and the outcome.

As a setting, we must investigate all written and verbal complaints within 28 days of having received the complaint.

Ofsted must be able to review all records regarding any complaint made and its outcome.

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 and/or complaints made about the setting.

We anticipate that most concerns will be resolved quickly by an informal approach. 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 parties involved.

Please discuss any of your worries at any time directly with the Pre-school and Play Pals manager (Helen Turner) 01964501744.

Procedures

All complaints will be fully investigated and dealt with by the setting manager and or setting chair person.

We keep a written 'summary log' of all complaints. This is to be made available to parents as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication *Summary Complaints Record* which acts as the 'summary log' for this purpose at Tickton Pre-school and Play Pals.

Making a complaint

Stage 1

Any parent who has a concern about any aspect of the setting's provision talks over, first of all, his/her concerns with the setting leader.

Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this (stage 1) does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting leader and/or the chair of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed together with the person in charge (Manager) and signed by the parent.
- The setting stores written complaints from parents in a confidential file. All information from a complaint and detailed investigation will be stored together in a confidential file designated for this complaint.
- When the investigation into the complaint is completed, the setting leader meets with the parent to discuss the outcome.
- All issues raised in the complaint are addressed and discussed.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.

- When the complaint is resolved, the summative points are logged in the Complaints Summary Record.

Stage 3

- If a parent/s is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader /chair of the management committee. The parent should have a friend or partner present if required. The leader should have the support of the chairperson of the management committee or deputy manager 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 the minutes kept of the meeting.
- 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.
- Parents must be supported and reassured through this process.

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 could be a representative from the local early year's team (ERYC/FISH)
FISH CONTACT (01482) 396469 – However 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. S/he can hold separate meetings with the setting personnel (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.
- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the 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 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's Board (ERSGB) in setting complaints.

- Parents may approach Ofsted directly at any stage of the complaints procedure.
- Where there seems to be a possible breach of our setting's registration requirements, it is essential to involve Ofsted, as Ofsted are the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage (EYFS) are being met by Tickton Pre-school and Play Pals.
- If you are concerned about anything you see or hear at an early years or childcare provider, you should raise this directly with the service.

If you cannot resolve the matter in this way, or if you have safeguarding concerns, please contact Ofsted

- The number to call Ofsted with regard to a complaint is: **0300 123 4666**.

Online -

<https://contact.ofsted.gov.uk/online-complaints>

- These details are displayed on our setting's notice board (in the main entrance hall).
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority and our settings safeguarding policies and procedures.
- 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.

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. This is stored in a confidential locked file in the setting store room.

- A written record of all complaints must be kept, including a written record of their outcome.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

