



Complaints policy and procedures.

This policy will be reviewed on an annual basis

Statement of intent

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 manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

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

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors. A full procedure and a record of a complaints log are attached for guidance and completion.

Making a complaint

Stage 1

- Any parent/carer who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the manager.
- 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/carer moves to Stage 2 of the procedure. This is done by putting the concerns or complaint in writing to the manager - Hazel Hodge or chair - Colin Mackenzie of the Trustee Directors addressed to Pippins Pre-School and Nursery, Market Square House, Market Street, Crediton, Devon EX17 2BN or email pippinsnurserycrediton@gmail.com. Alternatively you can contact the chair direct via email colin.mackenzie8@btinternet.com
- For parents/carers who are not comfortable with making written complaints, the complaints log may be completed with the manager and signed by the parent/carer.
- The setting stores written complaints from parents in the complaints folder.
- When the investigation into the complaint is completed, the manager contacts the parent/carer 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/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the manager and the chair of the management trustee directors. The parent/carer should have a representative present and the manager must have a representative present e.g., the chairperson of the management trustee directors.
- 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 3 meeting the parent/carer 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.

- Early years educators or professional volunteers within the Crediton Community are appropriate persons to be invited to act as mediators.
- Devon County Council - Early Years & Childcare Advisor
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (manager and chair of the management trustee directors) and the parent/carer, 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 the owner/chair of the management trustee 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 Ofsted and the Devon Safeguarding Children's Board (DSCB)

- 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 EYFS welfare requirements are adhered to.
- The address and telephone number of our Ofsted regional centre are:

Ofsted Early Years, The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231. Pippins setting reference number is EY2556851. Pippins Registration Number RP534131

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows our Safeguarding Policy.
- In these cases, both the parent and setting are informed and the manager works with Ofsted or the Devon Safeguarding Children's Board (DSCB) to ensure a proper investigation of the complaint, followed by appropriate action.

Timescales

All complaints must be registered in writing to the manager and chairperson within 14 days of the occurrence and the complaint will be responded to within 20 days.

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 Complaints Summary Record which is available for parents and Ofsted inspectors on request.

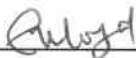
This policy was adopted at a meeting of Pippins Pre-school and nursery

Held on Wednesday 20th October 2021

Signed on behalf of the Management Trustee

Directors

Role of signatory (e.g. chairperson etc.)



21/10/21

Chairperson

Commenced 2009 Reviewed 20.10.2021

Record of complaints log

Source of complaint	
Providers must keep a written record of any complaints and their outcome	
Parent in writing incl. email <input type="checkbox"/>	Staff member <input type="checkbox"/>
Parent in person <input type="checkbox"/>	Anonymous <input type="checkbox"/>
Parent on phone <input type="checkbox"/>	Other <input type="checkbox"/>
Ofsted <input type="checkbox"/>	
Nature of complaint	
please tick all the Safeguarding and Welfare Requirements the complaint relates to	
suitable people	<input type="checkbox"/>
staff qualifications, training, support and skills	<input type="checkbox"/>
key person	<input type="checkbox"/>
staff:child ratios	<input type="checkbox"/>
health	<input type="checkbox"/>
managing behaviour	<input type="checkbox"/>
safety and suitability of premises, environment and equipment	<input type="checkbox"/>
equal opportunities	<input type="checkbox"/>
information and records	<input type="checkbox"/>
Details of the complaint (including the date of the complaint)	

How the complaint was dealt with

Actions and outcomes (include dates where appropriate)

Once complaint has been resolved please sign and date:

Name:

Signature:

Date::

/How to Complete the Complaints Record

You are not required to use this complaints record. If you wish to use a different form it must include all of the information held in this record. From 2005 Ofsted checks all complaints record at all inspections.

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

A. Source of Complaint

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complaints to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

B. Nature of Complaint

The record is intended only for the complaints relating to the Early Years Welfare Requirements. You must record here one or more Welfare requirement. . You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

C. How it is dealt with

You must provide information on how you investigated the complaint. You will need to record:

- The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child?
- Any referrals you made to an external agency, for example local authority environmental health departments or social services.

D. Actions and Outcomes

You must provide details about the outcome of your investigation. You will need to record:

- Any action(s) identified by you
- Any actions set or taken by Ofsted
- Any action taken by another external agency, where you have their permission to do so
- The outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children ACT (POCA) list. You can find out how to do this by ringing Ofsted on 0300 123 1231

You must share an account of the findings of your investigation and the action, if any, that you took or you intended to take as a result of your investigations with the parents at the setting. You must do this within 20 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.