



Complaints policy and procedures.

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 or chair of Trustee Directors addressed to Pippins Pre-School and Nursery, Church View, Union Road, Crediton, Devon EX17 3AL or email Pippins-preschool@btconnect.com. Alternatively you can contact the chair direct via email frankletch@aol.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.
- Playworkers or volunteers within the professional Crediton Community are appropriate persons to be invited to act as mediators.
- 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 Office for The Early Years Foundation Stage Welfare requirements, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

- 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. Kidz Star Club Registration number is EY429479.

- 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 Area Safeguarding Children Committee in our local authority.
- In these cases, both the parent and setting are informed and the manager works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

Timescales

All complaints must be registered in writing to the manager and chair person 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 Thursday 22nd October 2020

Signed on behalf of the Management Trustee Directors

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

Chairman

Commenced 2011 - Reviewed 22.10.2020