



Complaints Policy

Parent Complaints Policy and Procedure.

Our setting believes that all children and parents/carers 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 of the running of the setting. We anticipate most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not have the desired effect, we have a set of procedures for dealing with concern.

All settings are required to keep a log of all complaints that reach stage 2 or beyond. This is available to all parents and Ofsted inspectors.

Stage 1

Any parent who has a concern about an aspect of the setting's provision talks it over with the setting manager. Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If a satisfactory outcome was not reached or if the problem re-occurs, the parent moves onto Stage 2 and puts the concerns or complaint in writing to the manager and chair of the committee.
- The setting will store written complaints from parents in the complaints file.
- When the investigation into a complaint is completed, the manager will meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, summative points are logged in the complaints file

Stage 3

- If the parent is not satisfied with the outcome, a meeting with the manager and committee chair person will be arranged. The parent should have the option of a partners/friend/family member to accompany them.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting should sign the record and receive a copy.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, summative points are logged in the complaints file.

Stage 4

- If at the stage 3 meeting the parents and setting cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be accepted by both parties, listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved.

- Staff or volunteers within the Early Years Alliance are appropriate people to be invited to act as mediators.
- The mediator keeps all discussion confidential. The mediator can hold separate meeting with the setting (manager/chair of committee) and parents if they decide this is helpful.
- The mediator keeps an agreed written record of any meeting that are held and of any advice given by themselves.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parties 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 be reached.
- A record of this meeting, including the decision on actions 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 been concluded.

The Pre-school is registered with Ofsted. To make a complaint or take an allegation against a member of staff directly to Ofsted you can write to the address below or call the helpline quoting the pre-school registration number: **EY474962**.

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

All complaints will be kept on file in Pre-school for a minimum of 3 years.