

ST OSWALD'S LADYBIRDS PRE-SCHOOL
Complaints and Concerns Policy and Procedures for Parents
Complaints and Concerns Policy

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 appropriate member of staff. 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 the setting to a satisfactory conclusion for all parties concerned.

Aim

To achieve this, we operate the following complaints procedure. We 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.

Methods

Making a complaint

Stage 1

- Any parent 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 or one of the Supervisors.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue and how it was resolved in the child's file.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Supervisors or chair of the management committee, using the form given in the welcome pack/visit and if extra are required, using the forms available on the notice board.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints on the website or in setting; the form may be completed with the person in charge and signed by the parent.
- Our setting stores written complaints from parents in the child's personal file and in the complaints log. However, if the complaint involves a detailed investigation, the Manager and Deputy Managers 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 Manager and Deputy Managers meets with the parent to discuss the outcome within 28 days of having received the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints log, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager of the setting, Chair of the management Trustees and another Trustee. The parent should have a friend or partner present if required.
- Should the complainant cancel the meeting, the Chairperson will make two more forms of contact. If there is no response from the complainant by a given date, we consider the complaint closed.
- Once a meeting has taken place, 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 Log.

Stage 4

- If at the Stage 3 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.
- Staff or volunteers within the Pre-school Learning Alliance 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 (supervisors or 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.

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 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 the Office for Standards in Education (OFSTED) and the Local Safeguarding Children Board Area and The Information Commissioners Office

Should parents feel that the nature of complaint has not been concluded, they can contact OFSTED or the local safeguarding boards.

- Parents may approach Ofsted directly at any stage of this complaint's 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.
- Parents can complain to Ofsted by telephone or in writing at:

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

Tel: 0300 123 4666

enquiries@ofsted.gov.uk

- These details are displayed on our setting's outdoor notice board and in the pre-school cloakroom.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at [our/my] setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and our setting informed and our manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

The address and telephone number of DERBY AND DERBYSHIRE safeguarding partnership is :

Email : ddscp@derby.gov.uk

184 Kedleston Road, Derby, DE22 1GT

The address and telephone number of STAFFORDSHIRE safeguarding board is:

Email : sscb.admin@staffordshire.gov.uk

eds.team.manager@staffordshire.gov.uk

1, Staffordshire Place, Stafford, Staffordshire, ST16 2DH

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 log which is available for parents and Ofsted inspectors on request.

All records are kept for 3 years.