



## Complaints and Compliments Policy and Procedure

### **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 or 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.

### **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 is set out in the Nursery Learning Alliance publication 'Complaints Summary Record'. This publication acts as the 'summary log' for this purpose.

### **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 Nursery 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 moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Nursery Manager and the CEO of the 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 with the person in charge and signed by the parent.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separated file designated for this complaint.
- When the investigation is completed, the setting leader or manager meets with the parent 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 is not satisfied with the outcome of the investigation, he or she requests a meeting with the Nursery Manager and the CEO of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the Chairperson of the Management Committee, or the proprietor/senior 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 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 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. Tel 01438 237471
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel, (setting manager and CEO of the 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 Manager and the CEO of the 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, Early Years Directorate (Ofsted) and the Area Safeguarding 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 National Standards to Day Care are adhered to.
- The address and telephone number of our Ofsted regional centre are:

**The National Business unit, OFSTED, Piccadilly Gate, Store Street, Manchester. M1 2WD**

**Tel 0300 123 1231 [www.ofsted.gov.uk/childcare](http://www.ofsted.gov.uk/childcare)**

- Telephone number and email address 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 setting leader works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

## **Whistleblowing**

- If a staff member has a complaint about the Leader, the procedures are the same. The staff member will firstly take their concern to the CEO. The CEO will then follow procedures stage 1-5 if necessary, following the process in place of the Manager. If a staff member has a complaint about another member of staff, then the Manager is approached to resolve the issue. If it is not resolved, then the CEO follows the procedures at above.

## **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.

## **COMPLIMENTS**

Parents and carers are encouraged to give written compliments, particularly when their child is leaving to go on to school. We also have a 'Compliments and Suggestions' book available for anyone to write in. Suggestions are reviewed and acted on accordingly.

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