

COMPLAINTS 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.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all 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 a stage 2 or beyond. This is to be made available to parents as well as Ofsted inspectors.

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 Head of Nursery.
- 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 Head of Nursery and Chair of the Management Committee.
- Written confirmation of receipt of the complaint will be sent to the complainant within 24 hours.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation,

the setting manager 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 setting manager meets with the parents to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he/she requests a meeting with the Head of Nursery and Chair of the Management Committee. The parent should have a friend or partner present if required.
- 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 points are logged in the Complaints Summary 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.
- The mediator keeps all discussions confidential; s/he can hold separate meetings with the setting personnel 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 Head of Nursery and the Chair of the Management Committee will be arranged. 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 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 National Standards for Day Care are adhered to.
- The address and telephone number of our Ofsted regional centre are:

**Royal Exchange Building, St. Anne's Square, Manchester, M2 7LA
Telephone: 0300 123 1231**

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

Records

- A record of complaints against our setting and/ or the children and/or the adults working in our setting is kept for at least 3 years. Records will include the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of the complaint is recorded in the Complaints Summary Log which is available for parents and Ofsted inspectors on request.

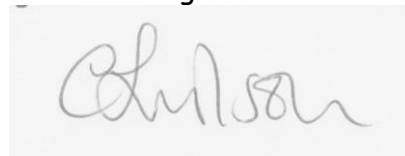
Staff Concerns:

If a member of staff has a concern about practice or procedures within the setting they should immediately report their concern to the Head of Nursery or the Deputy Head. The Head of Nursery will discuss the concern with the member of staff and a suitable course of action will be planned.

If the staff member feels that their concern has not been dealt with effectively they can contact Ofsted via the Whistleblower hotline on: **0300 123 3155** or by email at whistleblowing@ofsted.gov.uk or in writing to:

**WBHL, Ofsted, Royal Exchange Buildings, St Ann's Square,
Manchester, M2 7LA**

This policy was reviewed and agreed at a meeting of the St Peter's Nursery School Management Committee held on **24th October 2012**



Signed on behalf of the Management Committee by Catherine Wilson, Chair of the Management Committee