

Chudleigh Pre-school

Registered Charity No: 1028874

PLA No: 22478

Comments Concerns and Complaints Policy

Statement of intent

Our Pre-school 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 Pre-school. 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. We have adopted the Provider Complaints Record produced by Ofsted for all complaints. It details;

- The nature of the complaint
- How the complaint was handled
- Any actions taken or proposed actions as a result of the findings
- Whether the parent has been provided with an account of the findings, and any action taken, within 28 days of the date on which the complaint was made.

This document will act as our settings summary log.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the pre-school's provision talks over, first of all, his/her concerns with the session lead practitioner.
- 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 this stage of the procedure by putting the concerns or complaint in writing to the session lead practitioner and the chair of the management committee.
- For parents who are not comfortable with making written complaints, then there is a template form for recording complaints available on request; the form may be completed with the person in charge and signed by the parent.
- The pre-school stores written complaints from parents stored in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the session lead practitioner or chair 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 Log.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the session lead practitioner and the chair of

the management committee. The parent should have a friend or partner present, if required, and the lead practitioner should have the support of the chair of the management committee.

- 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 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 discussions confidential. S/he can hold separate meetings with the setting personnel (session lead practitioner and 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 session lead practitioner and the 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, Early Years Directorate (Ofsted) and the Devon Safeguarding Children Board.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the pre-school's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The address and telephone number of our Ofsted regional centre is:

Ofsted
National Business Unit
Piccadilly Gate, Stone Street
Manchester
M1 2WD
Helpline: 0300 123 1231

These details are displayed on our notice boards.

- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and our designated Safeguarding Officer works with Ofsted or the Devon Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

Chudleigh Pre-school: Comments, Concerns and Complaints Policy

- 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 Log and is available for parents and Ofsted inspectors on request.

Adopted at Committee Meeting

30 November 2005

Reviewed at Committee Meeting

June 2015

June 2017

Related Policies

- Safeguarding Children and Looked After Children Policy
- Confidentiality and Data Protection Policy