



## Policy Statement

Our setting believes that children and parents are entitled to expect courtesy and 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 and to non-fulfillment of the EYFS requirements. 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 our setting to a satisfactory conclusion for all of the parties involved.

## Procedures

We are required to keep a 'summary log' of all complaints that reach stage two or beyond. This will be made available to Ofsted inspectors and parents on request.

How to raise an initial concern:

### Stage 1

- ◆ Any parent who has any concerns about any aspect of the group should initially speak to the pre-school supervisor (Tracey Beechey) to discuss their anxieties.
- ◆ If a parent is unwilling to meet and discuss their concern and it is an allegation against staff the supervisor will seek advice from the Safeguarding unit (LADO and Ofsted)
- ◆ Most concerns will be resolved amicably and informally at this stage.

Moving forward with concern into complaint:

### Stage 2

- ◆ If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage 2 of the procedure by putting their concerns into a complaint in writing to the pre-school supervisor (Tracey Beechey) and the management committee/trustees of the pre-school
- ◆ For parents who are not comfortable with making written complaints, there is a complaints form for recording information available from the pre-school supervisor (Tracey – Daily File).
- ◆ We will store written complaints from parents in the child's personal file unless the supervisor feels they need to be stored in a separate designated safeguarding file.
- ◆ When the complaint is resolved at this stage, the supervisor and a member of the committee meets with the parent to discuss the outcome, the summative points are logged on the complaints summary record.
- ◆ Any written complaint we receive will be reviewed and responded to in writing within 28 days.

Most complaints should be able to be resolved informally at stage 1 or stage 2.

### Stage 3

- ◆ If the parent is not satisfied with the outcome of the investigation they can request another meeting with the pre-school supervisor and the management committee. It is advisable for both the parent and the supervisor to have a friend or partner present at this meeting. An agreed written record of the discussion is made and all of the parties' present should sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded.

### Stage 4

- ◆ If at the stage 3 meeting the parent and pre-school cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties; they will 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 issues can be resolved.
- ◆ The mediator keeps all discussions confidential. S/he can hold separate meetings with the pre-school personnel (supervisor/chair) 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 pre-school supervisor and 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 a conclusion. The mediator only has to be present at the meeting if all parties think this will help a decision to be reached.
- ◆ A record of all meetings, 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.

Parents may also approach Ofsted directly at any stage of a complaints procedure. Especially, if there seems to be a possible breach, of the pre-school registration requirements. Ofsted are the registering and inspection body with a duty to ensure the Early Years Foundation Stage requirements are adhered to.

The telephone number and contact details of OFSTED are:

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

0300 123 4666

Tel:

(this information is displayed on our pre-school notice board).

Additionally, if a child appears to be at any risk from a member of staff, the supervisor will carry out policy/procedures of allegations against staff.

**BURHAM PRESCHOOL PARENTS COMPLAINTS POLICY/ PROCEDURES**

**Records**

A full 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 Summary Complaints Record, which is available for parents and Ofsted inspectors on request.

<b>This policy was adopted by:</b>	<u>    <i>Burham Pre-school</i>    </u>
<b>On</b>	_____
<b>Date to be reviewed</b>	_____
<b>Signed:</b>	_____ ( <i>supervisor</i> )
	_____ ( <i>chairperson committee</i> )