

Making a Complaint

Policy statement

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 our 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 procedures for dealing with these concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

Procedures:

Making a complaint:

Step 1:

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/ her concerns with the child's Key Person.
- Most complaints should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome, or if the problem reoccurs contact should be made with the head teacher, **Mrs A Mason or Mrs Perigo** (Pre-school.)
- All complaints and comments will be recorded in a complaints file and a verbal response given.
- If a written complaint is received by the setting, a written response will be sent.
- Records of complaints to be kept for at least 3 years and stored in the child's personal file.

Step 2:

- If the parent/ carer is not satisfied with the outcome of the investigation, then he/ she requests a meeting with the Manager and the governors/Care Committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson, or the 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. This will be logged.

Step 3:

- If at the stage 2 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.
- The mediator keeps all discussions confidential. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 4:

- When the mediator has concluded her/ his investigations, a final meeting between all parties 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 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 approach Ofsted directly at any stage of this complaints procedure.

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