

# St Marychurch Pre-school

## Complaints Procedure Policy

### Statement of intent

We welcome suggestions on how to improve our setting and will try to address any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate practitioner. If this does not achieve the desired result, we have procedures in place 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 requested to keep a 'summary log' of all complaints that reach stage 2 or beyond.

### *Making a complaint*

#### Stage 1:

- Any parent/carer who has a concern about an aspect of the setting's provision talks over, first of all, their worries and anxieties with the 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/carer moves to Stage 2 of the procedure by putting the concerns of complaint in writing to the manager and the chair of the management committee.
- For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints.
- The setting stores written complaints from parents/carers in the child's personal file.
- When the investigation into the complaint is completed, the manager and chair meet with the parents/carers to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged on the Complaints Summary Record form.

#### Stage 3:

- If the parent/carer is not satisfied with the outcome of the investigation, they can request a meeting with the manager and chair of the management committee. The parent may have a friend, or partner present, if required and the manager should have the support of the chairperson of the management committee.
- An agreed written record of the discussion is made as well as any decisions 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 on the Complaints Summary Record form.

Stage 4:

- If at the Stage 3 meeting the parent/carer 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.
- Practitioners or volunteers within the Pre-school Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. The mediator can hold separate meetings with the setting personnel (manager and chair of the management committee) and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice that is given.

Stage 5:

- When the mediator has concluded their investigations, a final meeting between the parent/carer, manager 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)**

- Parents/carers may approach Ofsted at any stage of this complaint procedure. In addition, where there seems to be a possible breach of the settings' registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements are adhered to.
- The address and telephone number of our Ofsted regional centre are:

National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

Contact number: **0300 123 4666**

[Complaints procedure - Ofsted - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

- These details are displayed on our setting's notice board and the complaints forms are kept for three years.

This policy to be read in conjunction with the Child Safeguarding and Whistleblowing policies

Signed..... Position ..... Dated.....

We aim to provide a safe, stimulating, caring, happy Pre-school where all children and their families are welcome. We provide a curriculum based on the Early Years Foundation Stage using individual children's interest and needs.