

Orleton Pre-school Group

**Complaints Policy**

**Policy statement**

Orleton 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 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. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

**Procedures**

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. Here at Orleton Pre-school this is made available to parents, as well as to Ofsted inspectors on request.

**Making a complaint**

Stage 1

* Any parent who has a concern about any aspect of the setting’s provision firstly talks over his/her concerns 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 moves to this stage of the procedure by putting the concerns or complaint in writing to the Manager and the management team.
* For parents not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed with the person in charge and signed by the parent. (Incident Form)
* 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 Manager meets with the parent to discuss the outcome.
* Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
* When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record.

Stage 3

* If the parent is not satisfied with the outcome of the investigations, he or she requests a meeting with the Manager and the Chair. The parent may have a friend or partner present if they prefer, and the leader should have the support of the management team.
* 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.
* The signed record signifies that the procedure has concluded. When the complaint is resolved a this stage, the summative points are logged in the Complaint Investigation Record.

Stage 4

* If at 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, or our Learning & Achievement Service contact – Alison Murphy – Tel: 01432 260844/07792 881141.
* The mediator keeps all discussions confidential. She/he can hold separate meetings with the setting personnel (Manager and Chair) and the parent, if it is decided this would be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

* When the mediator has concluded his/her investigations, a final meeting between the parent, the Manager and the Chair, is held. The purpose of this meeting is to reach a decision on the action to be taken and 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, Children’s Services and Skills (Ofsted) and the Local 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 setting’s registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage (DfE, 2014) are adhered to.
* The number to call Ofsted with regard to a complaint is: 0300 123 1231
* The contact address to make a written complaint is:

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

* These details are displayed on our setting’s notice board.
* If a child appears to be at risk, our setting following the procedures of the Local Safeguarding Children Board. In these cases, both the parent and setting are informed and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

**Records**

* A record of complaints in relation to our setting, or the children 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 Complaint Investigation Record, which is available for parents and Ofsted Inspectors on request, and is kept with regard to confidentiality, in the office.

This policy was adopted at a meeting of Orleton Pre-school dated ……………………………………….

Date to be reviewed ……………………………………..

Signed by ………………………………………………………

Name of signatory ………………………………………… Role of signatory ……………………………………….

Signed by ………………………………………………………

Name of signatory ………………………………………… Role of signatory ……………………………………….

**Staff-member please sign below to confirm that you have read and understood the policy, and are up-to-date with any changes.**

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| **Staff Name** | **Job Title** | **Signature & Date** |
| **Tara Morris** | **Manager** |  |
| **Polly Smith** | **Deputy Manager** |  |
| **Vicky Thomas** | **Preschool Assistant** |  |
| **Sandra Thomas** | **Preschool Assistant** |  |
| **Debbie Moran** | **Trainee Assistant** |  |
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