



## **COMPLAINTS, CONCERNS & COMPLIMENTS POLICY**

### **Policy statement**

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome feedback and 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 with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns/complaints. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

### **Procedures**

#### *Compliments*

Barnett Wood Pre-school welcomes feedback from parents/s and carers either verbally or in writing. This helps us to ensure that we are offering the best experiences for the children in our care.

#### *Raising a concern*

- Any parent who has a concern about an aspect of our setting's provision should talk over his/her concerns with their child's key person or the setting manager on an informal basis. Parents/carers are also able to send an email to [manager@barnettwoodpreschool.org](mailto:manager@barnettwoodpreschool.org) to make us aware of a situation and give us an opportunity to investigate their concerns and respond.
- We will record the issue, and how it was resolved, in the child's file.

#### *Making a complaint*

##### Stage 1

- If a parent's concern does not have a satisfactory outcome, if the problem recurs or if it is of a more serious matter, the parent can put in a formal complaint in writing. We store all information relating to written complaints from parents in a separate complaints file.
- When the investigation into the complaint is completed, the manager will meet with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.

##### Stage 2

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the manager and director. The parent may have a friend or partner present if they prefer.
- 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.

##### Stage 3

- If at the stage 2 meeting the parent cannot reach agreement with us, we invite an external mediator 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff 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 4

- When the mediator has concluded her/his investigations, a final meeting between the parent, manager and director 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, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board and the Information Commissioner's Office*

- 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 are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:

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

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and our setting are informed and the manager work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane, Wilmslow,  
Cheshire, SK9 5AF  
or [ico.org.uk](http://ico.org.uk)

*Records*

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

**Policy reviewed August 2020**

**Signed on behalf of the Pre-School**

**Director** \_\_\_\_\_ **Date** \_\_\_\_\_