

COMPLAINTS PROCEDURES POLICY

At The Oaks Nursery we aim to provide the highest quality of education and care for all our children. We seek to offer a welcome to every child and their family and to provide a warm and caring environment within which all children can learn and develop as they play. We believe that children and their families are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work with our families and the community in general and we welcome any suggestions that they may have.

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is made available to parents as well as Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her concerns with the setting leader.
- 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 setting manager or chair of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints.
- When the investigation into the complaint is completed, the setting leader meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative outcome is logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager or the chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee, 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. The record is logged in the complaint Summary record.

Stage 4

- If at the stage three 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, listens to both sides and offer advice.
- The mediator keeps all discussions confidential. She/he can hold separate meetings with the settings personnel (setting leader and chair of the management committee) 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 he/she gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent, the setting 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.
- A record of the 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 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 the duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regards to a complaint is: **0300 123 1231**
- These details are displayed on our settings notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children's Board in our local authority.
- In these cases, both the parent and setting are informed and the setting manager works with Ofsted or the Local Safeguarding Children's Board. To ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A 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 Records which is available for parents and Ofsted inspectors on request.