



Complaints Policy and Procedure

Colerne Preschool Ltd

Aims

- As childcare providers, we have a duty to protect children and to keep them safe from harm. At all times, the welfare of the child is paramount (see our Safeguarding Children Policy).
- We aim to bring all concerns about the running of our Preschool to a satisfactory conclusion for all of the parties involved.
- Colerne Preschool 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 Preschool and have a Comments and Suggestions book in the foyer.
- We will give prompt and serious attention to any complaint about the running of the preschool. We anticipate that most complaints 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 complaints. A flow chart showing the procedure for dealing with a complaint is on the Preschool notice board.

Complaint's Procedure

Stage 1

Any parent who has a complaint about an aspect of the preschool's provision first of all talks over his/her concerns with the preschool's Manager(s). If this complaint involves an allegation of abuse by a member of staff to a child, then this must follow the procedure as outlined in our Safeguarding Children Policy, section 17.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the complaint in writing to the Preschool's Manager(s). The preschool will provide a written reply to the complainant within 28 days of receipt of the complaint.

Most complaints should be able to be resolved informally at Stage 1 or Stage 2.

Stage 3

- The parent requests a meeting with the Preschool's Manager(s). Both the parent and the Manager(s) should have a friend or partner present if required. An agreed written record of the discussion is made. 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 been concluded.

Stage 4

- If at the Stage 3 meeting the parent and the preschool cannot reach agreement, an external mediator is invited to help to settle the complaint. The 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 Preschool Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the preschool Management and the parent if this is decided to be helpful. The mediator keeps an agreed written record of any meetings and of any advice s/he gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent, the preschool Manager(s) 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.

Stage 6

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

Contact Early Years Ofsted at:

Early Years Ofsted, Applications, Regulatory and Contact (ARC) Team, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Telephone Number: 0300 123 1231 Email: enquiries@ofsted.gov.uk

These details are displayed on our preschool's notice board.

If a child appears to be at risk, our preschool follows the procedures of the Area Child Protection Committee in our local authority (as contained within our Safeguarding Children Policy). In these cases, both the parent and preschool are informed. The Preschool Manager(s) works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints in relation to our setting and/or the children and/or the adults working in our preschool is kept, including the date, the circumstances of the complaint and how the complaint was managed. This is available for parents and Ofsted Inspectors on request.

Cross Reference:

Please also refer to *Mobile Phone and Camera Policy, Parental Involvement Policy, Safeguarding Children Policy, Whistleblowing Policy.*

This policy was adopted in July 2021 by Colerne Preschool Limited