



*Safeguarding and Welfare Requirements: Information and Records  
Providers must put in place a written procedure for dealing with concerns and complaints  
from Parents and/or carers*

## R3: Complaints Policy

### Policy Statement

As a member of the Pre-School Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### Procedures

#### Making concerns known

##### Stage one

A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the pre-school leader. A record will be kept on the child's file.

##### Stage two

If this does not have a satisfactory outcome within three weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the pre-school leader and the chair of the management committee. Both parents and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made, the person making the complaint will be asked to sign the record.

All complaints and suggestions are recorded in the orange log book held at Cabin. Any parent or carer can access this at any time. Sensitive matters may be stored in the child file.

Most complaints should be resolved informally or at this initial stage

##### Stage three

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with Chair person or other allocated committee member. The parent may have a friend or partner present if they prefer and our manager should have the support of the committee.
- 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. When the complaint is resolved at this stage, A log of the summative points in our Complaint Investigation Record, which assessable by ofsted.

##### Stage four

If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the chair. If parent and group cannot reach agreement, it might be helpful to invite an external mediator,



one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.

It is also possible to complain directly, or gain advice and mediation from Ofsted. They can be contacted on 0300 123 1231, or in writing at:

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

look at the Ofsted website for more information - <http://www.ofsted.gov.uk>, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

There is a poster up near to the noticeboard at Cabin, with more information about the support that Ofsted can provide.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that re held and of any advice given.

The role of the registering authority -

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to and with whom the Pre-school Learning Alliance works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and pre-school would be informed and the Pre-School Learning Alliance fieldworker would work with the social services department to ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

A record of any complaint should be kept for three years and made available for parents and ofsted inspectors. The record should include names, circumstances, dates from start to finish and a conclusion.

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| This policy was adopted at a meeting of the Pre School Committee |            |
| Date of Meeting  | 01/03/2016 |
| Signed on behalf of the Management Committee                     | H Baker    |
| Role of Signatory (e.g Chairperson/owner)                        | Treasurer  |
| Review Date  | 01/03/2017 |