



Rainbow Teddies Pre-school Policy Document

Complaints

Safeguarding & Welfare Requirements:

10) Information and Records

EYFS Key Themes and Commitments:

<i>A Unique Child</i>	<i>Positive Relationships</i>	<i>Enabling Environments</i>	<i>Learning and Development</i>

This policy was adopted at a meeting on:

Review Date:

Signed: on behalf of the Management Committee

Print Name: Position:

Signed: Pre-school Manager



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

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/carers that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. We anticipate that most concerns will be resolved quickly by an informal verbal approach to a member of staff and/or the Pre-school Manager.

If the Manager or Session Leader has good reason to believe that the situation has child protection implications, then procedures will be followed as per our *Safeguarding and Child Protection Policy*. In addition, if any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

STAGE 1: INFORMAL VERBAL COMPLAINT

Rainbow Teddies Pre-school operates an *Open Door Policy*; as such any parent/carer who is uneasy about any aspect of the pre-school's provision should feel free to talk over any worries or anxieties with a member of staff or the Pre-school Manager. If the parent/carer feels uncomfortable about doing this, or the complaint is about a member of staff or the Pre-school Manager then they may approach any member of the Management Committee informally (*contact details at back of file*). We believe that most complaints will be resolved amicably and informally by the pre-school Manager and/or Committee, following up the complaint and reporting back to the parent/carer- the response will include details of any actions taken, or to be taken and of any amendments to the pre-school's policies and procedures as a direct result of the complaint.

STAGE 2: FORMAL WRITTEN COMPLAINT

If *Stage 1* procedures do not have a satisfactory outcome within 10 working days, or if the problem recurs, the parent/carer should put the concerns or complaint **in writing** to the Pre-school Manager /Management Committee; they may also request a meeting with the Pre-school Manager and/or the Chair of the Management Committee. Relevant names, dates, evidence and any other important information regarding the nature of the complaint should be included.

The pre-school will acknowledge receipt of the complaint within three working days and fully investigate the matter.

The Manager/Management Committee will be responsible for sending a full and formal response to the complainant within **28 days** of the complaint being received; this will be copied to all relevant



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members of staff. If there is any delay, the pre-school will advise the parent/carers of this and offer an explanation.

The response will include details of any actions taken or to be taken and of any amendments to the pre-school's policies and procedures as a result of the investigation.

All records of complaints and responses will be kept confidentially in a separate file and a Record of Complaints Sheet completed.

STAGE 3: MEETINGS

If after *Stage 2*, the matter is still unresolved, the Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the pre-school's response to it. The Manager in consultation with the Management Committee will judge if it is best for all parties to meet together or if individual meetings are more appropriate. If they wish, parent/carers are entitled to have a third party present.

Minutes of the meeting will be recorded, copied to all parties involved and a copy stored confidentially at the setting.

Within 28 days of the meeting a written report will be sent to all parties involved and will include: details of any actions taken or to be taken; and of any amendments to the pre-school's policies or procedures, as a result of the investigation.

All records of complaints and responses will be kept confidentially in a separate file and a Record of Complaints Sheet completed.

STAGE 4: MEDIATION

If the parent/carer and the setting cannot reach agreement, an external mediator, who is acceptable to both parties, will be invited to help settle the complaint.

A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Pre-school Learning Alliance or Children's Playlink will be available to act as mediator if both parties wish it.

The mediator will help define the problem, review the actions and suggest further ways in which it might be resolved. The mediator may hold separate meetings with the parties involved.

The mediator will keep all discussions confidential. S/he will meet with the setting if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

STAGE 5: MEDIATION CONCLUSION

When the mediator has concluded the investigation, a final meeting will be held involving all parties to discuss the outcome and agree the actions necessary. The mediator should be present at this meeting if all parties think this will help resolve the issue.



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The mediator's advice will be used to reach the conclusion.

Minutes will be taken of this meeting and the actions agreed and signed by all those involved.

All parties will receive a copy of this agreement.

This signed record signifies the conclusion of the procedure.

MAKING A COMPLAINT TO OFSTED

Parents may approach Ofsted directly at any stage of the complaints procedure.

Ofsted will consider and investigate all complaints received.

Where there seems to be a possible breach of the registration requirements, it will be essential to involve Ofsted, as they are the registering and inspection body, with a duty to ensure that the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Details of the contact numbers and addresses are on display in the setting and **also at the back of this file.**

CHILD AT RISK

If a child appears at risk, we will follow the procedures as per our *Safeguarding and Child Protection Policy*.

Details of the addresses and telephone numbers of Ofsted, Children's Playlink and Social Services are held under Useful Addresses **at the back of this file.**

RECORDS

The Summary Complaints record will be available for parents and Ofsted inspectors on request.