

Safeguarding and Welfare Requirement: Information and Records. Providers must put in place a written procedure for dealing with concerns and complaints from parents.

Making a Complaint

Policy statement

Hook Village Nursery is committed to providing a safe, stimulating, consistent and accessible service to children and all parents/carers. We always aim to provide high quality services for everyone and we believe that children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. We welcome 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 to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

This policy constitutes the Nursery's formal complaints procedure and is displayed on our premises at all times.

Under normal circumstances the manager will be responsible for managing any complaints made, unless the complaint is made against the manager and then the chairperson or an appointed committee member will conduct an investigation. All complaints made to staff will be recorded in detail in the incident book.

EYFS Key Themes and Commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
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Characteristics of Effective Learning

Playing and Exploring Engagement	Active Learning Motivation	Creating and Thinking Critically - Thinking
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Procedures

The Nursery is required to keep a written record 'summary log' of any/all complaints that reach stage two or beyond and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication Summary Complaints Investigation Record (2012) which acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision in the first instance should talk over his/her concerns with the relevant staff member. However, if deemed appropriate the manager should be approached to resolve the problem.

The Nursery is committed to open and regular dialogue with parents/carers and we welcome all comments on its services, regardless of whether they are positive or negative.

- Most complaints should be resolved amicably and informally at this stage. If a satisfactory resolution cannot be found or if the problem recurs then the parent moves the complaint to stage 2.

Stage 2

- The parent must put their concerns or complaint in writing to the setting's manager and the Chair of the management committee. Details of relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Nursery will acknowledge receipt of the complaint as soon as possible, within three working days at least, and fully investigate the matter. If there is any delay, the Nursery will advise the parents/carers of this and offer an explanation. The manager will be responsible for sending them a full and formal response to the complaint.
- If the manager has good reason to believe that the situation has child protection implications then Social Services will be contacted in accordance with our Safeguarding Children and Child Protection policy. 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.
- The setting records written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting's manager may wish to record all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting's manager will meet with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint. This formal response will include details of any actions taken, or to be taken, and any amendments to the pre-schools policies or procedures as a result of the investigation. This response will be sent to the parents/carers concerned and all relevant and appropriate staff.
- The manager will arrange a time to meet the parents/carers concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Nursery's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.
- When the complaint is resolved at this stage, the summarised points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the setting's manager and the Chair of the management committee. The parent may have a friend or partner present if required and the manager should be supported by the Chair or another member of the management team.

- 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 should 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, the summarised points are logged in the Complaints 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, 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 Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. He/she can hold separate meetings with the setting's personnel (setting's manager 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's 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. 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) 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 a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard 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 Board in our local authority.
- In these cases, both the parent and setting are informed and the setting's manager works with Ofsted or the Local Safeguarding Children 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 Record which is available for parents and Ofsted inspectors on request.

Useful Pre-school Learning Alliance publication

Complaints Investigation Record (2012)

A handwritten signature in black ink, appearing to be the initials 'R' followed by a flourish.

Signed on behalf of Hook Village Nursery
Chairperson

Updated October 2021