



Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

Complaints Procedure

Policy statement

We aim to provide the highest quality education and care for all our children and to offer a warm welcome to every child and their family, to provide a caring environment within which all children can learn, feel safe, have fun and develop as they play.

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We warmly welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the Pre-school. We firmly believe, through face-to-face conversations most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If you feel this does not achieve the desired result, we have a set of procedures for dealing with concerns in a formal manner.

6 Oxford Road, Hartlepool, TS25 5SR

kerry@abc123pre-school.co.uk

Tel No: 07923 870291



Aim

We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

Stage 1

- Any parent/carer who has a concern about an aspect of the Pre-school's provision talks over, his/her concerns with the Pre-School owners, Kerry or Steve.
- Most concerns should be resolved amicably and informally at this stage.
- We record the issue and how it is resolved in the child's file and complaints book.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to Stage 2 of the procedure, by putting the concerns or complaint in writing to the Pre-school Leader.
- For parents/carers who are not comfortable with making written complaints there is a template form for recording complaints.
- The setting stores written complaints from parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting Leader meets with the parent/carer to discuss the outcome.

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- If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.
- If not, then Stage 3 comes into operation.

Stage 3

- The parent/carer requests a meeting with the Pre-school leader. Both the parent/carer and the Leader can have a representative 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 concluded.

Stage 4

- If at the Stage 3 meeting the parent/carer and Pre-school 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 discussion confidential. S/he can hold separate meetings with the Pre-school personnel and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

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- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Pre-school leader 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.

Parents/Carers may approach Ofsted directly at any stage of this complaints 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

The address and telephone number of our Ofsted regional centre is:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
Concerns number: 0300 123 4666
Email: concerns@ofsted.gov.uk/onlinecomplaints
Internet: <https://contact.ofsted.gov.uk/online-complaints>

These details are also displayed on our Pre-school's notice board.

In these cases, both the parent/carer and Pre-School are informed and the Pre-school leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

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Records

A record of complaints against our Pre-School and/or the children and/or the adults working in our Pre-School is kept, including the date, the circumstances of the complaint and how the complaint was managed.

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Template Letter of complaint to your child's nursery

[Your address]

[Date]

Mrs K Dowdall
abc 123 Pre-School Ltd
6 Oxford Road
Hartlepool
TS25 5SW

Dear Mrs Dowdall

Further to my conversation with [name] on [date], during which I made an informal complaint, I would now like to make a formal complaint.

As discussed, [details of complaint, including date of occurrence, name of your child and staff member, if applicable, including any subsequent consequences of the problem or incident].

I am not satisfied with the action that was taken by the nursery following my informal complaint, and am now requesting that the matter is dealt with formally in accordance with your internal complaints procedure.

I will look forward to hearing from you within the next seven days.

Yours sincerely,

[Your name]

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