

## Felixstowe Nursery School

### **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**

#### **Statement:-**

Our setting believes that all the children and their parents are treated with respect and courtesy and have their individual needs met in a prompt, efficient and effective manner. We welcome suggestions on how to improve our setting and give prompt serious attention to any matters of concern. We anticipate that most concerns will be dealt with and resolved quickly and efficiently using an informal approach by the appropriate member of staff. However if this does not resolve the concern then we have a set of procedures for dealing with concerns. We aim to resolve all concerns about the running of the setting to a satisfactory conclusion for all those involved.

#### **Procedures:**

Our setting keeps a 'summary log' of all complaints that reach stage two or beyond. This is available to parents and to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication Summary Complaints Record which acts as the 'summary log' for this purpose.

#### **Making a complaint**

##### **Stage 1**

- Any parent who has a concern about any aspect of the setting will firstly discuss their concerns with the manager of the setting.
- Most complaints can be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

##### **Stage 2**

- If a satisfactory outcome has not been reached or the problem reoccurs, the parent then moves to this stage of the procedure and puts the concern or complaint in writing to the manager of the setting and the chairperson of the committee.
- For parents not comfortable writing their written complaint there is a template form in the above mentioned publication to record complaints. The form can be completed with the manager and then signed by the parent.
- Any written complaints are stored in the child's personal file. However if the complaint involves a detailed investigation the manager may then store it in a separate file regarding the investigation linked to this complaint.

- When the investigation into the complaint is complete the manager will meet the parents to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the points are summarised and are documented in the Complaints Investigation Record which is made available to Ofsted on request.

### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation they request a meeting with the manager and the settings chairperson. The parent should have a friend or partner present if required.
- An agreed written discussion of the meeting is made including any decisions or actions to be made as a result. All the persons present will sign the record and keep a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage the points are summarised and are documented in the Complaints Investigation Record.

### **Stage 4**

- If at the stage three meeting the parent and setting cannot reach an agreement an external mediator is invited to help 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 can or 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. They can hold separate meetings with the manager and parent if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and any advice they have given.

### **Stage 5**

- When the mediator has concluded their investigations, a final meeting between the parent, the manager and chairperson 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 the conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A written record, including the action to be taken is made. Everyone present at the meeting signs the record and receives a copy of it. The signed record signifies that the procedure has concluded.

### **The role of the Office for Standards in Education, Early Years Directorate (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 settings registration requirements. It is essential to involve Ofsted as the registering and inspection body with a duty to ensure the safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

- Parents can complain to Ofsted by telephone or in writing at:  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD  
Tel: 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 the setting are informed and the manager works with Ofsted or the Local Safeguarding 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 Complaint Investigation Record which is available for parents and Ofsted inspectors on request.

**This policy was adopted at a meeting of Felixstowe Nursery School.**

**Held on .....**

**Date to be reviewed.....**

**Signed by Chairperson.....**

**Signed by Manager.....**