

General Welfare Requirement: Safeguarding and Promoting Children’s Welfare

Children’s behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.



Safeguarding children

Making a Complaint

Policy statement

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve and will give prompt and serious attention to any concerns about how we run. 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 parties involved.

EYFS key themes and commitments

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|------------------------|--|---|--------------------------|
| A Unique Child | Positive Relationships | Enabling Environments | Learning and Development |
| 1.2 Inclusive practice | 2.1 Respecting each other 2.2 Parents as partners | 3.2 Supporting every child 3.4 The wider context | |

Procedures

We have a complaint book that logs a summary of all complaints that reach stage two or beyond. This will be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the manager.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue and how it was resolved.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the manager and/ or the Chair of Directors.
- We store written complaints from parents in a locked filing cabinet under the ‘complaints’ section. The complaint and all investigations are recorded in our Complaints log.
- When the investigation into the complaint is completed, the manager meets with the parent 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 summative points are logged in our settings Complaints Log.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the manager and/or the chair of Directors. Such meetings can be stressful for all parties so the parent will be advised they should have a friend or partner present and will be advised that the manager/chair will have a member of staff or a Director present for support.
- 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, the summative points are logged in the settings Complaints Log.

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 or East Sussex County Council are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (manager/Directors) 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 s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the manager/chair of Directors 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, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board and the Information Commissioners Office

- Parents may approach Ofsted directly at any stage of this complaints procedure. We display Ofsted's contact details on our notice board and have a link to their website from our own. 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 Safeguarding and 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 or in writing: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD or website: www.gov.uk/ofsted

- We display the contact details for Ofsted on the notice board in our foyer.
- 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 manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner’s Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Policy when you registered your child at our setting. The ICO can be contacted at Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk.

Records

- A record of complaints against us 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 our Complaints Log which is available for Ofsted inspectors on request. A summary of all complaints (with no confidential information), is available for parents on request.

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| This Policy was reviewed by | Fiona Wilson – Supervisor |
| Adopted by | Rotherfield Pre-School Staff and Directors |
| Read and agreed by | |
| Date | January 2017 |
| Review Date | January 2019 |