

# COMPLAINTS POLICY AND PROCEDURES FOR WHIZZ KIDS PRE-SCHOOL

## Policy

Our pre-school believes 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 our pre-school and will give prompt and serious attention to any concerns about the running of our pre-school. 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 pre-school to a satisfactory conclusion for all of the parties involved.

## Procedures

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

## Making a complaint

### Stage 1

- Any parent/carer who has a concern about an aspect of our pre-school's provision talks over, first of all, his/her concerns and anxieties with the pre-school managers.
- Most complaints should be resolved amicably and informally at this stage.

## Stage 2

- If this does not have a satisfactory outcome, or if the problem re-occurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the pre-school manager.
- The pre-school stores written complaints from parents/carers in the complaints file. However, if the complaint involves a detailed investigation, the pre-school managers 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 pre-school managers meets with the parent/carer 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 as a Complaints Summary Record and filed in the complaints folder.

## Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the pre-school managers. The parent may have a friend or partner present if required.
- 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 filed in the complaints folder.

## Stage 4

If at the Stage 3 meeting the parent/carer and the pre-school manager 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.

- 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

- When the mediator has concluded her/his investigations, a final meeting between the parent and the pre-school managers 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/carers may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the pre-school'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 address and telephone number of OFSTED are: The National Business Unit, Ofsted, The Royal Exchange Building, St Ann's Square, Manchester M2 7LA, 0300 123 1231.
- These details are displayed in both foyers of our premises.
- If a child appears to be at risk, our pre-school follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent/carer and the pre-school are informed and the pre-school managers work 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 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.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents/carers and Ofsted inspectors on request.

This policy and its procedures was adopted at a meeting between Mrs Terina Wilkinson and Mrs Sara Ward on 26<sup>th</sup> November 2019 and will be reviewed annually or sooner if necessary.

## Signed by

Mrs Terina Wilkinson .....  
Room 1 Manager

And

Mrs Sara Ward .....  
Room 2 Manager