

## Making a complaint Policy- Peep Childcare

Our setting 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 setting and will give prompt and serious attention to any concerns about the running of settings. 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 set 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.

### Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is made available to parents, as well as Ofsted inspectors on request.

### Making a complaint

#### Stage 1

- Any parent concerned who has a concern about an aspect of the provision talks over, first of all, his/her concerns with the setting leader.
- Most complains should be resolved amicably and informally at this stage.

#### Stage 2

- If this does not have a satisfactory outcome, or is the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting leader and the management team.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints Complaint Investigation Record; the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents 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 to the complaint.
- When the investigation into the complaint is completed, the setting leader or 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 the Complaint Investigation Record.

### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests with a meeting with the setting leader/CEO. The parent may have a friend or partner present if they prefer and the leader/CEO should have the support of the management team.
- An agreed written record of the discussion is made, as well as any decision or action to take a result. All of the parties present at the meeting sign and record and receive a copy of it.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Investigation Record.

### Stage 4

- If at stage three meeting, the parent and setting cannot reach agreement, an external auditor mediator is invited to help to settle the complaint. This person should be accepted by 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 to in which it may be resolved.
- Staff or volunteers within our setting are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. She/he can hold separate meetings with the setting's personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed record of any meetings that are held and any advice he/she gives.

### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting manager and CEO is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with 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's Board*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition where, where there seems to be 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: 03001231231
- 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 these cases, both the parent and the setting are informed and the setting leader 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 in relation to the setting, or the children or the adults working in our setting, is kept; including the date, the circumstance 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 by:

Peep Childcare

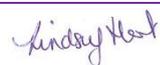
On: \*

November 2015

Updated:

September 2018

Signed on behalf of the provider:



Name of signatory:

Lindsey Hart

Role of signatory (e.g. chair, director or owner):

Peep Childcare Manager

*\* This policy was adopted in November 2015 and will be reviewed annually and updated if appropriate. A signed copy is kept on site.*