



# STONDON STOMPERS PRE-SCHOOL POLICIES AND PROCEDURES 10.7 Complaints

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 settings practice. 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 procedures for dealing with concerns. This procedure does not cover any complaints against the conduct of staff which will be dealt with by the Pre-School's Disciplinary Procedure or Safeguarding Children Policy.

All settings are required to keep a full written record of any complaint reaching stage two or above. A summary of each complaint will be made available to parents.

## Making a complaint

### Stage 1

Any parent who has a concern about any aspect of the setting's provision should first discuss their worries, in confidence, with the Pre-school Manager.

Most complaints should be resolved amicably and informally at this point.

### Stage 2

1. If Stage 1 does not have a satisfactory outcome, or if the problem recurs, the complaint should then be put in writing to the Pre-school Manager who will then ensure that a Complaints Record is completed noting the date of receipt, the source and the nature of the complaint. The Chair must be notified and a copy of the record provided. If parents are not comfortable with putting the complaint in writing an agreed designated person can scribe for the parent.

2. The complaint will be fully investigated. Details will be set out in the Complaints Record including the persons involved in the investigation, interviews conducted, reviews of records and any referrals made to external agencies. Confidentiality will be maintained at all times.

3. Once the investigation is completed, any actions or outcomes identified will be recorded. Should any actions be taken by an external agency; this will be recorded only where permission is given to do so. Should a member of staff be dismissed following the investigation because they placed a child at risk of significant harm, Ofsted will be immediately advised.

4. The findings and actions taken as a result of an investigation will be shared with the complainant in writing within 28 days of the complaint being received.

5. If parent and Pre-School cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both



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sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

6. The mediator will help to define the problem, review the action so far and suggest further ways in which it might be resolved.

7. The mediator will keep all discussion confidential. S/he will meet with the Pre-School if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

### The role of the registering authority

Parents may approach Ofsted directly at any stage of this complaints procedure although it should be noted that complaints made direct to Ofsted would normally be referred to the Pre-School for initial investigation.

In some circumstances, for example where there appears to be a possible breach of our registration requirements, it will be necessary to bring in OFSTED Early Years, regulator for complaints. Contact [www.enquiries@ofsted.gov.uk](mailto:www.enquiries@ofsted.gov.uk) or write to: Ofsted, National Complaints Team, Piccadilly Gate Store Street, Manchester, M1 2WD, 03001233159. Ofsted have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and Pre-School would be informed and OFSTED Early Years would ensure a proper investigation of the complaint followed by appropriate action.

We believe most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Pre-School and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

This policy was adopted at a meeting of Stondon Stompers Management Committee

Held on                    \_\_\_ 16<sup>th</sup> Dec 2020 \_\_\_\_\_

Date to be reviewed   \_\_\_ Dec 2021 \_\_\_\_\_

Name of signatory     \_Hayley Law (Digital Signature due to Coronavirus) \_\_\_

Role of signatory      \_Chairperson \_\_\_\_\_



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