

COMPLAINTS POLICY

Statement of intent

Impstone & Cherry Trees Preschools believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our Preschools and will give prompt and serious attention to any concerns about the running of the Preschools.

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.

Aim

We aim to offer the highest quality of care and education for all children, welcoming each individual child and their family, providing a happy, safe and caring environment for all.

We aim to bring all concerns about the running of our Preschools to a satisfactory conclusion for all of the parties involved.

We wish to work with all in partnership and with the wider community in general. We welcome suggestions on how to improve the quality of our service, in conjunction continually informing and speaking to parents/carers/staff and issuing questionnaires to help gauge thoughts.

Methods

To achieve this, we operate the following complaints procedure: (see flowchart overleaf)

- The complaints procedure and relevant contact details will be displayed prominently within either setting in the lobby.
- Parents may approach Ofsted directly at any stage of this complaint's procedure.
- In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure that the national standards for day care are met.
- If a child appears to be at risk, the setting will follow the procedure of the area safeguarding children's board. In these cases, the setting Manager or Chair will work with Ofsted and/or the Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.
- All complaints against our setting, and/or the children and/or the adults working in our setting will be recorded in detail in the complaints log which will be made available to parents and Ofsted inspectors.
- The Manager and/or Chair is responsible for managing complaints.
- It is the hope of both Preschools that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome, the following procedure will be followed:

Making Complaints Known

STAGE 1

- Any parent/carer who has a concern about any aspect of the setting are encouraged to discuss this with the chairperson/manager
- Most complaints should be resolved informally at this stage
- The complaint and outcome will be recorded

STAGE 2

- If the parent/carer is not satisfied with the response/outcome, the parent/carer will proceed to stage 2 and put the complaint in writing to the Manager or Chair. (A trusted staff member can assist you in completing this if you prefer).
- The written complaint will be stored within the child's personal record and recorded in the complaints log.
- The Manager or Chair will acknowledge the receipt of the Complaint in writing within 7 days
- The Manager or Chair will investigate the complaint and record a detailed account of how the complaint is resolved.
- When the complaint has been investigated, the chair/manager will discuss the outcome with the parent/carer
- The setting will undertake to resolve the complaint within 28 days and provide a full written report to the parent/carer, with a copy within the child's personal record and recorded in the complaints log

STAGE 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Manager or Chair
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored with the child's records and the complaints log.
- The signed record signifies that the procedure has concluded.

STAGE 4

- If the parent and preschool cannot reach agreement, it will then become necessary to invite an external mediator, one that is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the actions so far and suggest further ways in which it might be resolved.
- Staff within the Early Years and Childcare Service or Preschool Learning Alliance will be available to act as mediator if both parties wish.
- The mediator will keep all discussions confidential. S/he will keep an agreed written record of any meeting(s) that are held. These should be signed by all parties at the meeting and all parties should have a copy.

STAGE 5

- When the mediator has concluded any investigations, a final meeting between the parent, the preschool Manager and Chair is held. The purpose of this meeting is to reach a decision and the mediator's advice is used to reach a conclusion. Everybody present at this meeting signs the record of the meeting and is given a copy.

**Parents can contact Ofsted at any time during the complaint process.
The preschool keeps a log of any complaints received.**



The registering authority is: OFSTED NATIONAL BUSINESS UNIT
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
WEBSITE: www.ofsted.gov.uk

Our Ofsted Numbers are:

Impstone Preschool - 507838

Cherry Trees - 2537798

If you feel there has been a possible breach of registration requirements within the Charity Commissions Statutory Guidance, both parent and the preschool would be informed and the preschool would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action:

The registering authority is: CHARITY COMMISSION
www.charitycommission.gov.uk/how-to-complain/complain-about-a-charity

Our Charity Number is 1140075

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