



Complaints Policy & Procedure

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1. Introduction to Brookside Pre-school policy and procedure for Complaints

At Brookside Pre-school we believe that children, parents/carers and visitors are entitled to expect courtesy as well as 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 the setting. 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.

Staff wanting to make a complaint should follow our Grievance procedure and if necessary, our Whistleblowing policy.

Complaints regarding safeguarding allegations against a staff members will be dealt with in line with our Safeguarding policy and procedure.

We aim to bring all concerns about the running of the setting to a satisfactory conclusion for all the parties involved. To achieve this, we operate the following complaints procedure. All settings are required to keep a written record of any complaints that reach stage 2 (see below) and above and their outcome. This is to be made available to parents as well as to Ofsted Inspectors on request.

2. Documenting and Managing a Complaint

Stage 1

- Any parent or carer who has a concern about any aspect of the settings provision should firstly talk over his/her concerns with Brookside pre-school's manager. Most complaints will hopefully be resolved amicably and informally at this stage.

Stage 2

- If Stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent or carer moves to Stage 2. In this instance the pre-school Manager and/or parent or carer will record the specific concerns or complaint in writing. This document will be shared by the Manager with the Chair of the Management Committee.
- Brookside Pre-school will store written complaints from parents or carers in the pre-school's Complaints Record File.
- When the investigation into the complaint is completed, the manager will meet with the parent or carer to discuss the outcome. Parents or carers must be informed of the outcome of the investigation within 28 days of making the complaint.

- If the complaint has been resolved at this stage, the summative points are logged in the Complaints Record.

Stage 3

- If the parent or carer is not satisfied with the outcome of the investigation, he or she should request a meeting with the pre-school Manager and the Chair of the Management Committee. The parent or carer may have a friend or partner present if required.
- If all parties agree, a written record of the discussion will be made, as well as any decision or action to take as a result. All parties present at the meeting will be asked to sign the record and receive a copy of it.
- If the complaint has been resolved at this stage, the summative points are logged in the Complaints Record. This signed record of the meeting outlined above, signifies that the matter has been concluded.

Stage 4

- If at the stage 3 meeting the parent or carer and setting cannot reach agreement, an external mediator will be 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 will keep all discussions confidential. S/he can hold separate meetings with the setting personnel (Manager and Chair of the management committee) and the parent or 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 his/her investigations, a final meeting between the parent or carer, the Manager and the Chair of the Management Committee will be 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 will be asked to be 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, will be documented. Everyone present at the meeting will be asked to sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.

3. The Role of Ofsted

Parents or carers may approach Ofsted directly at any stage of this complaints process.

Ofsted's powers here are limited: they cannot resolve disputes between parents and the provider. Ofsted's role is to make sure that the childcare provider is following all registration requirements and take action if necessary.

To complain about a childcare provider, get in touch with Ofsted at enquiries@ofsted.gov.uk or 0300 123 4666.