



Registered Charity No: 1130840
 School Mead, Abbots Langley, Hertfordshire WD5 0LB

Making a Complaint

EYFS key themes and commitments:

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	

Policy Statement:

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 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 reach the desired result we have a set of 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.

Procedure:

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

Stage 1:

- A parent who is uneasy about any aspect of the group’s provision should first of all talk over any worries with the pre-school leader or chair of the management committee.
- 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 recurs, the parents move to this stage of the procedure by putting the concerns or complaint in writing to the setting leader and the management team.

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- For parents who are not comfortable making a written complaint there is a template form for recording complaints in the Complaints folder (PLA). This form can be completed by 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 leader may store information relating to the investigation in a separate file.
- When the investigation into the complaint is completed the setting leader meets with the parent to discuss the outcome.
- Parents will be informed of the outcome of the investigation within 28 days of making the complaint.
- If resolved at this point the summative points of the complaint are logged in the Complaint Investigation Record.

Stage 3:

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the setting leader and the chairperson of the committee. The parent may have a friend or partner present and the leader should have the support of the management team.
- A written record of the discussion is made, as well as any action or decision taken as a result. All parties present sign the record and receive a copy of it.
- The signed record signifies that the procedure has concluded.
- If resolved at this point the summative points of the complaint are logged in the Complaint Investigation Record.

Stage 4:

- If at the stage 3 meeting the parent and setting cannot reach agreement an external mediator is invited to help 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 define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. They can hold separate discussions with the setting leader/chairperson and the parent, if it is agreed that this would be helpful.
- The mediator keeps an agreed written record of any meetings that are held and of any advice given.

Stage 5:

- When the mediator has concluded their own investigations, a final meeting between the parent, the setting leader and chairperson is held with the purpose of reaching a decision on the action to be taken to deal with the complaint. The mediator's advice is considered to reach this conclusion.
- The mediator may be present if all parties think this will help a decision to be reached.

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- 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 may approach OFSTED directly at any stage of this complaints procedure.
- If there is a possible breach of the settings 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.

OFSTED can be contacted at:

www.OFSTED.gov.uk Telephone: 0300 1231231

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and 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 our setting, or the children or the adults working in our setting 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 Investigation Record, which is available for parents and OFSTED inspectors on request.

This Policy was adopted at meeting of Breakspeare Community Pre-School held on:

Signed on behalf of the Committee

Name: Signature:

Signed on behalf of the preschool:

Name: Signature:

This policy will be reviewed annually in May

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