

## 10.0 Information and records

### 10.12 - Making a complaint

#### **Policy statement**

L.A.S.S 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 achieve 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.

#### **Procedures**

All settings are required to keep a 'Complaints log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Head office also keep a complaint file with investigation notes and conclusion information.

#### ***Making a complaint***

##### **Stage 1**

- Any parent who has a concern about an aspect of the setting's provision talks over, first their concerns with the setting manager or area manager.
- 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 parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Manager or area manager.
- For parents who are not comfortable with making written complaints, there is a form that may be completed with the Manager 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 Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting manager or area 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 Complaints log.

### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the area manager or company directors. The parent may have a friend or partner present if required and the Manager should have the support of the Area Manager or Directors present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Log.

### **Stage 4**

- If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is 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 keeps all discussions confidential. They can hold separate meetings with the setting Directors, and the parent, if this is decided to 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 investigations, a final meeting between the parent, Manager/area manager or Directors is 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 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 Board*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

- The number to call Ofsted with regard to a complaint is:

**0300 123 1231 – option 2**

These details are displayed on our setting's notice board.

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- 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 Manager 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 against our setting and/or the children and/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 Summary Log which is available for parents and Ofsted inspectors on request.

\*Please refer to the document stating legislation and documentation that supports our policies and procedures\*

This policy was adopted on

Dec 2017

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Due to be reviewed

Dec 2018

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Signed By

Director – Lisa Woodman

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Director – Jude Evans

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Area Manager - Terry Rodgers & Emma Foord

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