

Mortimer Hall Pre-school



Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

10.12 Making a complaint

1 **Policy statement**

2 We believe that children and parents are entitled to expect courtesy and prompt, careful attention
3 to their needs and wishes. We welcome suggestions on how to improve our setting and will
4 give prompt and serious attention to any concerns about the running of the setting. We
5 anticipate that most concerns will be resolved quickly, by an informal approach with the
6 appropriate member of staff. If this does not achieve the desired result, we have a set of
7 procedures for dealing with concerns. We aim to bring all concerns about the running of our
8 setting to a satisfactory conclusion for all of the parties involved.

9 10 **Procedures**

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12 All settings are required to keep a written record of any complaints that reach stage two and
13 above, and their outcome. This is to be made available to parents, as well as to Ofsted
14 inspectors on request. A full procedure is set out in the Pre-school Learning Alliance
15 publication Complaint Investigation Record (2012) which acts as the 'summary log' for this
16 purpose.

17 18 *Making a complaint*

19 20 Stage 1

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- 22 ■ Any parent who has a concern about an aspect of our setting's provision talks over his/her
23 concerns with our supervisor first of all.
- 24 ■ Most complaints should be resolved amicably and informally at this stage.
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- 26 ■ We record the issue, and how it was resolved, in the child's file.
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28 Stage 2

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- 30 ■ If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to

31 this stage of the procedure by putting the concerns or complaint in writing.

- 32 ■ For parents who are not comfortable with making written complaints, there is a template
33 form for recording complaints in the Complaint Investigation Record; the form may be
34 completed our supervisor and signed by the parent.
- 35 ■ Our setting stores all information relating to written complaints from parents in the child's
36 personal file. However, if the complaint involves a detailed investigation, our supervisor may
37 wish to store all information relating to the investigation in a separate file designated for this
38 complaint.
- 39 ■ When the investigation into the complaint is completed, our supervisor meets with the parent
40 to discuss the outcome.
- 41 ■ We inform parents of the outcome of the investigation within 28 days of him/her making the
42 complaint.
- 43
- 44 ■ When the complaint is resolved at this stage, we log the summative points in our Complaint
45 Investigation Record, which is made available to Ofsted on request.

46 Stage 3

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- 48 ■ If the parent is not satisfied with the outcome of the investigation, he or she requests a
49 meeting with our supervisor and the chair. The parent may have a friend or partner present
50 if they prefer and our supervisor should have the support of the committee.
- 51 ■ An agreed written record of the discussion is made, as well as any decision or action to take as a
52 result. All of the parties present at the meeting sign the record and receive a copy of it.
- 53 ■ This signed record signifies that the procedure has concluded. When the complaint is resolved
54 at this stage, we log the summative points in our Complaint Investigation Record.

55 Stage 4

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- 57 ■ If at the stage three meeting the parent cannot reach agreement with us, we invite an external
58 mediator to help to settle the complaint. This person should be acceptable to both parties,
59 listen to both sides and offer advice. A mediator has no legal powers, but can help us to
60 define the problem, review the action so far and suggest further ways in which it might be
61 resolved.
- 62 ■ Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be
63 invited to act as mediators.
- 64 ■ The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff
65 and the parent, if this is decided to be helpful. The mediator keeps an agreed written record

66 of any meetings that are held and of any advice s/he gives.

67 Stage 5

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69 ■ When the mediator has concluded her/his investigations, a final meeting between the parent and
70 our supervisor and chair is held. The purpose of this meeting is to reach a decision on the
71 action to be taken to deal with the complaint. The mediator's advice is used to reach this
72 conclusion. The mediator is present at the meeting if all parties think this will help a decision to
73 be reached.

74 ■ A record of this meeting, including the decision on the action to be taken, is made. Everyone
75 present at the meeting signs the record and receives a copy of it. This signed record
76 signifies that the procedure has concluded.

77 *The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local*

78 *Safeguarding Children Board and the Information Commissioner's Office*

79 ■ Parents may approach Ofsted directly at any stage of this complaints procedure. In addition,
80 where there seems to be a possible breach of the setting's registration requirements, it is
81 essential to involve Ofsted as the registering and inspection body with a duty to ensure the
82 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered
83 to.

84 ■ Parents can complain to Ofsted by telephone or in writing at:

85

86 Ofsted National Business Unit, Piccadilly Gate, Store Street,

87

Manchester M1 2WD Tel: 0300 123 1231

88 ■ These details are displayed on our setting's notice board, on our website and in our prospectus.

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90 ■ If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children
91 Board.

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93 ■ In these cases, both the parent and our setting are informed and our supervisor work with
94 Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the
95 complaint, followed by appropriate action.

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97 ■ The Information Commissioner's Office (ICO) can be contacted if you have made a complaint
98 about the way your data is being handled and remain dissatisfied after raising your concern
99 with us. For further information about how we handle your data, please refer to the Privacy
100 Notice given to you when you registered your child at [our/my] setting. The ICO can be

101 contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
102 Cheshire, SK9 5AF or ico.org.uk .

103
104 *Records*

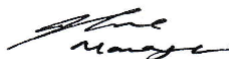
- 105
- 106 ■ A record of complaints in relation to our setting, or the children or the adults working in our
107 setting, is kept for at least three years; including the date, the circumstances of the
108 complaint and how the complaint was managed.
 - 109 ■ The outcome of all complaints is recorded in our Complaint Investigation Record,
110 which is available for parents and Ofsted inspectors to view on request.

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113 This policy was adopted by Mortimer Hall Pre-school

On 15th May 2019

Date to be reviewed May 2020

Signed on behalf of the provider



Name of signatory Janet Crane

Position Manager

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115
- 116 **Other useful Pre-school Learning Alliance publications**
- 117 ■ Complaint Investigation Record (2012)