



Safeguarding children

1.10 Making a Complaint

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 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 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors. A full procedure is set out in the PLA publication *Summary Complaints Record* which acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over first, all their concerns with the setting Manager. Most complaints are resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent puts the concerns or complaint in writing to the Manager and the Chair of the trustees.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication. The form may be completed with the Manager and signed by the parent.
- The setting stores written complaints from parents in the complaints book in a locked filing cabinet.
- When the investigation is completed the Manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome within 28 days of making the complaint.
- If the complaint is resolved the summative points are logged in the Complaints file.

Stage 3

- If the parent is not satisfied with the outcome they request a meeting with the Manager and the Chair of the trustees. The parent should have a friend or partner present if required and the Manager should have the support of the Chairperson.
- 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 Summary Record.

Stage 4

- If an agreement is not reached at the stage 3 meeting 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

