



## **Complaints Policy and Procedure**

### **Statement of Intent**

Little Acorns Pre-School aims to provide the very highest standard of care and education for all our children. Children and their parents/carers are entitled to expect a warm welcome, courtesy at all times, and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and carers to ensure this. We welcome any feedback, whether positive or negative, on the service we provide.

Staff members can be made available to speak to parents. We use a key person system; ensuring that parents have a nominated member of staff to whom they can direct specific questions relating to their child's development.

OFSTED (Our regulator) may be contacted on 03001231231, to make any comments about the service which we provide.

**Little Acorns Pre-School believes that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Pre-School and parents/carers that concerns and complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

### **Making a complaint**

#### **Stage 1**

- Anyone who has a concern about an aspect of the setting's provision will initially be invited to discuss these concerns with the Pre-School manager.
- Most concerns or complaints should be resolved amicably and informally at this stage.
- Depending on the nature of the complaint it may be more appropriate to arrange a meeting with the parent/carer and the chair of the management committee.

#### **Stage 2**

- If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent/carer will be asked to put their complaint in writing to the setting manager and the chair of the Pre-School management committee (details are on the notice board).
- The setting will retain written complaints from parents/carers in the complaints file which is stored in a locked filing cabinet.
- The concern is investigated fully by the manager and chair (or equivalent if more appropriate)



- When the investigation into the complaint is completed, the setting Manager will meet with the parent/carer to discuss the outcome.
- Parents/carers 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 Summary Record.

### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he/ she will be invited to a meeting with the Manager and the chair to discuss the matter. The parent/carer will be invited to bring along someone who can offer them support during the meeting. The manager should have the support of the chairperson or another committee member.
- 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 report and receive a copy of it.
- This signed report 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 at the stage three meeting the parent/carer and Pre-School 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.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. He/she can hold separate meetings with the Pre-School Manager and chair and the parent/carer if required. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Manager and the chair 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 Board.**

Parents may approach Ofsted directly at any stage of this complaints procedure. The address and telephone number for Ofsted are:

Ofsted Early Years  
Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD  
Tel: 0300 123 1231

Telephone Number for complaints is: 0300 123 4666  
Alternatively you can email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

You will need to quote our unique reference no. EY232143. This will identify our Pre-School.

These details are displayed on our Pre-School's parents' notice board.

.

### **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.
- All Complaint Records and their outcome are kept for a full inspection cycle.
- The outcome of all complaints is recorded in the Summary of Complaints Record which is available for parents and Ofsted inspectors on request

If a child appears to be at risk or an accusation of abuse is made against a member of staff the procedure laid down in our Safeguarding children and Child Protection Policy will be followed.

In these cases the Manager or chair works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

\*In the event of a complaint being made against a member of the Pre-School Management committee, the parent/carers will be invited to discuss their concerns with the Pre-School Manager and the concerns investigated by another trustee within the committee. Stages 1 to 5 of the complaints procedure will then be followed.



If it is felt appropriate, the Manager will contact the Early Years Alliance (previously PLA) to share concerns and request further advice.

This policy was adopted at a meeting of Little Acorns @ Our Lady & St Oswald's Pre-School held on (Date).....

Signed on behalf of management committee.....

Role of signatory.....

To be reviewed.....



## Record of Complaint

All Ofsted registered providers are required to investigate complaints and notify the outcome to the complainant within a given period. Early Years Register (EYR) providers are required to notify the complainant within 28 days of receiving the complaint and Compulsory Register (CR) and Voluntary Register (VR) providers are required to notify the complainant within 20 days.

A record of all complaints must be available to Ofsted on request. Therefore, this record of complaint will be kept for 3 years by EYR providers and 2 years by CR and VR providers.

<b>Ofsted Register</b> (please tick)	EYR	CR	VR
<b>Date of complaint:</b>			
<b>A: Source of complaint</b>			
Parent (in writing, including email)	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (telephone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other	<input type="checkbox"/>
<b>B: Nature of complaint</b>			
(Reference the Learning & Development, Welfare or Registration Requirement that the complaint relates to for example W1.1 Premises and Security; or CR1.12; or VR3)			
Please give details of the complaint:			



<b>C: How it was dealt with</b>		
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
<b>D: Actions and outcomes</b>		
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Please give details:		
<b>Has a copy of this record been shared with parents? Yes or No</b>		
<b>Name of recorder:</b>	<b>Outcome notified to parent:</b> (within 28 days EYR or 20 days CR &VR) <b>Date:</b>	
<b>Position:</b> <b>Name:</b> <b>Signature:</b>	<b>Date completed:</b>	