



COMPLAINTS POLICY

Statement of Intent

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

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.

Aim

We aim to bring all concern about the running of our setting to a satisfactory conclusion for all parties involved.

Method

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors. Complaints are logged on a Complaint Form in accordance with the Welfare Requirements of the EYFS and kept within a complaints folder.

MAKING A COMPLAINT:

Stage 1

- Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her worries and anxieties with the pre-school leader.
- 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 Stage 2 of the procedure by putting the concerns or complaint in writing to the pre-school leader and the Trustees of the Charitable Incorporated Committee, (CIO).

- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaints Folder; the form may be completed with 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 setting may wish to store all information relevant to the investigation in a separate file designated for this complaint.
- When the investigation into this complaint is completed, a Trustee of the CIO meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged on the Complaints Form.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the pre-school leader and a Trustee of the CIO. The parent should have a friend or partner present if required and the leader should have the support of a Trustee of the CIO, or the senior manager, 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.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged on the Complaints Form.

Stage 4

- If, at the Stage 3 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.
- 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. She/he can hold separate meetings with the setting personnel (pre-school leader and the trustees of the CIO) and the parents, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the pre-school leader and the Trustees of the CIO will be 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, Early Years Directorate (Ofsted) and the Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly.

- 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 EYFS are adhered to.

- The address and telephone number of our Ofsted Regional Centre are:

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| Ofsted | South West Child Protection Procedures |
| Piccadilly Gate | www.swcpp.org.uk |
| Store Street | |
| Manchester | Social Care No.s: |
| M1 2WD | Enquiries 0300 1234 101 |
| | Multi-Agency Referral Unit 0300 1231 116 |
| Tel No: 0300 123 1231 | Out of Hours No. 01208 251300 |
| Website: www.ofsted.gov.uk | |

- These details are also displayed on the setting's Notice Board.
- If a child appears to be at risk, our setting follows the procedures of the South West Protection Procedures as set by the Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly 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 Complaints Form held within the Complaints Folder which is available for parents and Ofsted Inspectors on request.

This policy was adopted at a meeting of Threemilestone Preschool CIO

Held on 12th June 2017

Signed for and behalf of the pre-school

Trustee (Sarah Wallis)
Threemilestone Preschool CIO

