

Banwell Buddies Complaints Procedure

Statement of Intent

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.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved, within the earliest time possible to individual cases.

Methods

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. A full procedure is set out in the Pre-school Learning Alliance publication 'Complaints Summary Record'. This publication acts as the 'summary log' for this purpose. The log is kept on shelf four in the office, with the other PLA reference books.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the setting Leader.
- Most complaints should be resolved amicably and informally at this stage.
- These concerns are logged on a 'parent discussions sheet' or 'staff discussion sheet' (See Appendix). There is also a Concerns Log for repeated issues with one particular child or family.

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 setting Leader or Chair of the Management Committee.
- 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 person in charge and signed by the parent. A copy of this form is included in the appendix.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting Leader 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 Leader or Chair meets

with the parent to discuss the outcome.

- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting Leader and the Chair of the Management Committee. The parent should have a friend or partner present if required and the Leader should have the support of the Chairperson of the Management Committee, 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 Summary Record.

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 discussion confidential. S/he can hold separate meetings with the setting personnel (setting Leader and Chair of the Management Committee) 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 s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting Leader and the Chair of the Management Committee 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, Early Years Directorate (Ofsted) and the North Somerset Safeguarding Childrens 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 Early Years Foundation Stage requirements are adhered to.
- The telephone number for Ofsted is: 0300 123 1231
- These details are displayed on our setting's notice board and in our induction pack.
- If a child appears to be at risk, our setting follows the procedures of North Somerset Safeguarding Children's Board in our local authority.

- In these cases, both the parent and setting are informed and the setting Leader works with Ofsted or the North Somerset Safeguarding Children’s 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 Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This Policy was adopted at the meeting of: Banwell Buddies staff

Held on: 10 October 2018

Signed on behalf of the Committee: 

Role of Signatory: Chair of Management Committee

Last update: 22/03/2019



PARENT DISCUSSION SHEET

NAME OF STAFF MEMBER IN DISCUSSION	
NAME OF PARENT IN DISCUSSION	
DATE RAISED	
NATURE OF DISCUSSION	
ACTION TAKEN	
FOLLOW UP ACTION REQUIRED	
TO BE REVIEWED BY	
DATE OF REVIEW	



STAFF DISCUSSION SHEET

MEMBER/S OF STAFF INVOLVED	
DATE RAISED	
NATURE OF DISCUSSION	
ACTION TAKEN	
FOLLOW UP ACTION REQUIRED	
TO BE REVIEWED BY	
DATE OF REVIEW	

Parent/staff concern log

Date:	Concern:	Action Agreed:	Comments:

Template for Recording Complaints (continued)

How will the complaint be investigated? (Tick more than one if applicable)

Mediation i.e. talking to individuals involved to achieve an amicable resolution.

Referral to the owner, chair or senior management team (where applicable).

Formal investigation including interviewing practitioners and other witnesses involved, taking written statements, making a final outcome report and feeding back to complainant.

Referral to the local authority Children's Social Care (if the issues relate to possible child protection matters).

Date agreed to feedback to complainant:

What was the result of the investigation of the complaint?

List any actions to be taken to ensure the matter is resolved and does not happen again.

Name of manager/childminder:

Date completed:

Signature of manager/childminder:

Name of parent/complainant:

Signature of parent/complainant:

Template for Recording Complaints

Name of provider:

Date of complaint:

Name of person making complaint:

Name of child concerned (if app):

Focus of the complaint:

Premises

Practitioner

Aspect of service provided

Is there an actual or perceived risk to the child?

Actual

Perceived

Is there a concern that a child may be at risk of 'significant harm'?

Yes

No

Is there a need to take immediate action in either case to protect the child?

Yes

No

If yes, what immediate action is to be taken?

Provide details of the complaint, including what happened, where and when the alleged incident took place and who was involved.