

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.



Making a complaint and Escalation

Policy statement

We believe 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 with 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.

We aim to work in close partnership with all parents, to meet the needs of their children. Our ethos is one of accountability, communication and transparency in order to engender and maintain trust with parents and carers, which is vital for a successful nursery

If there is any aspect of our service that a parent or member of staff is not happy with, please bring this to our attention and we will make every effort to resolve the issue through frank and open discussion. You can put the complaint to us verbally or formally by writing or email.

We constantly strive to provide an environment that operates at a high standard and is also held in high regard within the community. To that end, we work in partnership with parents/carers and outside agencies and we welcome any comments or suggestions that will help us to improve. We understand that from time to time, there may be occasions when issues become sufficiently important that an escalation is required. It is therefore the responsibility of Nursery management to ensure that parents/carers have clear access to information that will assist this need. The purpose of this policy is to clarify how complaints and escalation procedures can be

made in a confidential, transparent and effective way. In addition, where the complainant is a member of staff, they may refer to the Nursery whistleblowing policy.

Procedures

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

It is a condition of our registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and we will notify the complainant of the outcome within 28 days of the receipt of the complaint.

For impartial advice, you can call the Gloucestershire children and families helpdesk on 01452 426565

We will keep a written record of all complaints and their outcome for at least three years

We will maintain confidentiality but will provide OFSTED, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

Making a complaint

Stage 1

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

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.

- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by our manager and signed by the parent.
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our manager 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, our manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with our manager and directors. The parent may have a friend or partner present if they prefer and our manager should have the support of the management team.
- 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, we log the summative points in our Complaint Investigation Record.

Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator 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 us 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 our staff 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 she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and our manager and owner 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.

We will record the following information:

- The name of the person making the complaint
- The Early Years Foundation Stage requirement(s) to which the complaint relates
- The nature of the complaint
- Any action taken in response to the complaint
- The outcome of the complaint investigation (for example, ways the service has improved)
- Details of the information and findings that were given to the person making the complaint, including any action taken

All of the above are available for parents and Ofsted inspectors to view on request

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

Safeguarding Children 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

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

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: **0300 123 4666**. These details are displayed on our setting's notice board

Or to:

The National Complaints Team,

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Email: enquiries@ofsted.gov.uk. These details are displayed on our setting's notice board.

Ofsted will investigate and submit a response within 20 working days of the initial contact. •

It may be decided that Ofsted will visit the childcare setting for further discussions

- It may be decided that the Ofsted will invite the parents/carers to a meeting.
- A decision will be made and the parents/carers will be informed.
- Dependent on the circumstances, Ofsted may (1) close the setting (2) suspend services at the setting (3) amend the Ofsted inspection rating (4) record the incident on its web site (5) provide the setting with a list of mandatory actions to implement within a given period (6) decide no action is necessary.
- Ofsted will also provide details of how to appeal if the complainant is not satisfied with the response.

The Nursery keeps a complaints register in the Manager's office (in the complaints file)which is available for inspection by staff, parents and visitors as appropriate.

- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and our setting are informed and our manager works with Ofsted or the Local Safeguarding Partners to ensure a proper investigation of the complaint, followed by appropriate action.

ESCALATION TO THE LOCAL AUTHORITY

In the event of a safeguarding issue, parents/cares or the setting may notify The Local Authority Designated Person (LADO). The LADO is Nigel Hatten and he can be contacted on 01452 426994, for allegations against all staff and volunteers. When an allegation is made against a member of staff the Local Authority Designated Officer, LADO, should be the first point of contact and then Ofsted.

Records

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

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on the Ofsted website and provides guidance on the complainant's right to contact Ofsted

This Policy was adopted by:		Cotswold Bunnies Nurseries Ltd	
On:		Date to be reviewed:	
Signed on behalf of the Provider:			
Name of Signatory:			
Role of Signatory (e.g, Chair, Director or Manager)			