



Title	Making a complaint
Code	LGPTCWSCCP
Author	A.M.King
Version	001.1
To be renewed on	OCT 2010
Setting Details	Linton Granta Playgroup and Toddlers Linton Village College, Cambridge Road, Linton, Cambridge, CB21 4JB Tel. 07806 744 864 Email: info@lintongrantaplaygroup.org.uk

### **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 on request.

#### *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 concerns 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 this stage of the procedure by putting the concerns or complaint in writing to the pre-school leader and the chair or an executive officer of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form available.
- Complaints are stored separately from the child's personal file in the setting Complaint's Folder. 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 pre-school leader and a committee representative meet with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint in writing.
- 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 may request a further meeting with the setting leader and the chair of the management committee. The parent may have a companion present if required. The pre-school leader and a representative from the management committee must be 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 three 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. S/he can hold separate meetings with the setting personnel 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 pre-school leader and the representative 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 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number contact to call Ofsted is:  
08456 404040
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children 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 Summary Complaints Record which is available for parents and Ofsted inspectors on request.

#### Whistle blowing

If a member of staff or a parent wishes to complain about another member of staff, a committee member or the Child Protection Officer they are entitled to do so. Confidentiality will be maintained and they will also be protected in this event. The procedure from Stage 2 above will be followed.

This policy was adopted at a meeting of Linton Granta Playgroup		
Held on	2 <sup>nd</sup> July 2009	
Date to be reviewed	OCT 2010	
Signed on behalf of the Management committee	First signatory	Second Signatory
Name of signatory	Ann King	Vanessa Webb
Role of signatory	Chair	Secretary