



Complaints Procedures

Written by: Wendy Precious

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Next review date: March 2025

Policy statement

Mulberry Pre-School aims to ensure all parents/carers and children are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how we can improve our setting and will give prompt and serious attention to any concerns which may be raised. All providers must investigate complaints to ensure their fulfilment of the EYFS Requirements. By following the method statement below we aim to ensure any concerns are resolved quickly, to ensure there is a satisfactory conclusion for all parties involved.

Procedures

There are four stages of complaints, we aim to resolve all complaints within stage 1.

Stage 1.

- All parents/carers are invited to raise their concerns or complaints however big or small with the manager or in their absence the deputy manager.
- After a conversation we hope that all concerns or complaints can be resolved at this level. If the parent/carer is still dissatisfied, then the concern or complaint will move to stage 2.

Stage 2.

- The parent/carer will be required to put their concern or complaint in writing to the manager and the Chair of the Committee.
- The manager and Chair will meet to discuss the concern or complaint and agree a resolve to the situation.
- The manager will meet with the parent/carer and explain any actions that will be taken, within 28 days of the complaint or concern being placed in writing. Minutes of the meeting will be taken and kept in the child's file along with the written complaint. The complaint will be logged in the Complaints book, which is made available to Ofsted upon request.
- It is envisaged that this process will resolve any concerns or complaints raised. Should this not be the case then the complaint will move to stage 3.

Stage 3.

- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the Chair of the Management Committee. The parent/carer should have a friend or partner present if required and the Manager should have the support of the Chairperson of the Management Committee.
- 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/carer 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 Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel (Manager and Chair of the Management Committee or staff) and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.
- When the mediator has concluded their investigations, a final meeting between the parent/carer, the Manager 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.

Safeguarding Children Board and the Information Commissioner's Office

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 1231
These details are displayed on our notice board.

If a child appears to be at risk, we follow the procedures of the Hampshire Safeguarding Children's Board.

In these cases, the parent is informed and our manager will work with Ofsted or the Hampshire Safeguarding Children's Board to ensure a proper investigation of the complaint, followed by appropriate action.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

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.

Legal framework

EYFS - Early Years Foundation Stage 2021.

Chairperson to sign and date _____

Chairperson (print name) _____

Manager to sign and date _____

Manager (print name) _____