

Moat Barn Nursery

Complaints Procedure

Statement of intent

Moat Barn Nursery 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.

Methods

We understand that at times parents/carers may have concerns about the service provided. Most of these can be resolved by talking to parents/carers and taking appropriate and prompt action. However, there may times when parents/carers make a formal complaint in writing or by email. If the complaint relates to one or more of the National Standards, it is mandatory to investigate the complaint, take any necessary action and inform the parent/carer of the outcome. We will keep a record of such complaints. We will use the 'Provider Complaints Record', which is taken from the Day Care and Childminding: Guidance to the National Standards (Revisions to certain criteria October 2005) published by OfSTED. Photocopies of the 'Provider Complaints Record' will be readily available should parents/carers also wish to use them.

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.

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 and the manager.
- For parents who are not comfortable with making written complaints, we will use the 'Provider Complaints Record' form for recording complaints; 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 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 manager meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged on the relevant 'Provider Complaints Record' form.

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 manager. The parent should have a friend or partner present if required and the leader should have the support of the 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.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged on the relevant 'Provider Complaints Record' 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 Early Years and Childcare Team at Suffolk County Council 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 the manager) 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 manager 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. Summative points are logged on the relevant 'Provider Complaints Record' form.

The role of the Office for Standards in Education, Early Years Directorate (OfSTED) and the Area Safeguarding Children Committee.

- 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

Held on

Signed on behalf of the Management Committee/Proprietor

Role of signatory (e.g. chairperson etc.)

Manager

Review Date

As Required
