



## Complaints Policy

### Statement of intent

Fleetville Community Playgroup welcomes suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the Playgroup. 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 the Playgroup to a satisfactory conclusion for all the parties involved.

### Methods

We operate the following complaints procedure. A “summary log” of all complaints that reach Stage 2 or beyond is kept which is made available to parents/carers as well as to OFSTED inspectors.

### *Making a complaint*

#### Stage 1

- Any parent/carer who has a concern about an aspect of the Playgroup’s provision talks over their worries and anxieties with the leader or deputy.
- Most complaints should be resolved amicably and informally at this stage.

#### Stage 2

- If there is no satisfactory outcome, or if the problem recurs, the parent/carer moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Playgroup manager and the chairman of the committee.
- For parents/carers who are not comfortable with making written complaints, there is a template for recording complaints attached to this policy: the form may be completed with the manager and signed by the parent/carer.
- The Playgroup stores written complaints from parents/carers in the child’s personal file. However, if the complaint involves a detailed investigation, the 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, the manager meets the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Record and a written letter is sent to the parent/carer within 28 days of having received the complaint.

#### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, they should request a meeting with the manager and the chairman of the committee. The parent/carer may have a friend or partner present if required. The manager will have the chairman of the committee present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All 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 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 Pre-School Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. They can hold separate meetings with the setting personnel (manager or chairman) and the parent/carer, if this is decided to be helpful. The mediator keeps agreed written records of meetings that are held and of any advice they give.

#### Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent/carer, the manager and the chairman of the 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 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. A copy is kept in the Playgroup's Complaints Record.

#### **The role of the Office for Standards in Education, Early Years Directorate (OFSTED) and the Area Child Protection Committee.**

- Generally, OFSTED will only investigate more serious complaints, such as child protection issues, but parents/carers may contact OFSTED directly at any stage of a complaints procedure. Where there seems to be a possible breach of the Playgroup's registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the National Standards for Sessional Care are adhered to.
- The address and telephone number of our OFSTED centre is:  
Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone: 0300 123 1231.  
These details are displayed on the Playgroup notice board.
- If a child appears to be at risk, the Playgroup follows the procedures of the Area Child Protection Committee in our local authority.
- In these cases, both the parent/carer and Playgroup are informed and the leader works with OFSTED or the Area Child Protection Committee 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, circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Record which is available for parents/carers and OFSTED inspectors on request.

#### **Supporting Documents:**

- Complaints Record
- Complaints Flowchart



## Complaints Record

<b>Date of Complaint:</b>	
<b>Source of Complaint (please tick):</b>	
Parent/Carer (in writing):	
Parent/Carer (in person):	
Parent/Carer (phone call):	
Staff Member:	
Anonymous:	
OFSTED (include complaint number if known):	
Other (please detail):	
<b>Name of Complainant, if known:</b>	
<b>Name of person to whom complaint was made:</b>	

<b><i>Nature of complaint (tick standards that complaint relates to):</i></b>	
Standard 1: Suitable Person	
Standard 2: Organisation	
Standard 3: Care, Learning & Play	
Standard 4: Physical Environment	
Standard 5: Equipment	
Standard 6: Safety	
Standard 7: Health	
Standard 8: Food & Drink	
Standard 9: Equal Opportunities	
Standard 10: Special Needs	
Standard 11: Behaviour	
Standard 12: Working in Partnership with Parents & Carers	
Standard 13: Child Protection	
Standard 14: Documentation	

<b>Details of complaint:</b>

<b>How Complaint was dealt with (please tick):</b>	
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Internal investigation:	
Investigation by OFSTED:	
Investigation by other agencies (please state):	

<b>Please give details of any internal investigation or attach any outcome letter from OFSTED:</b>

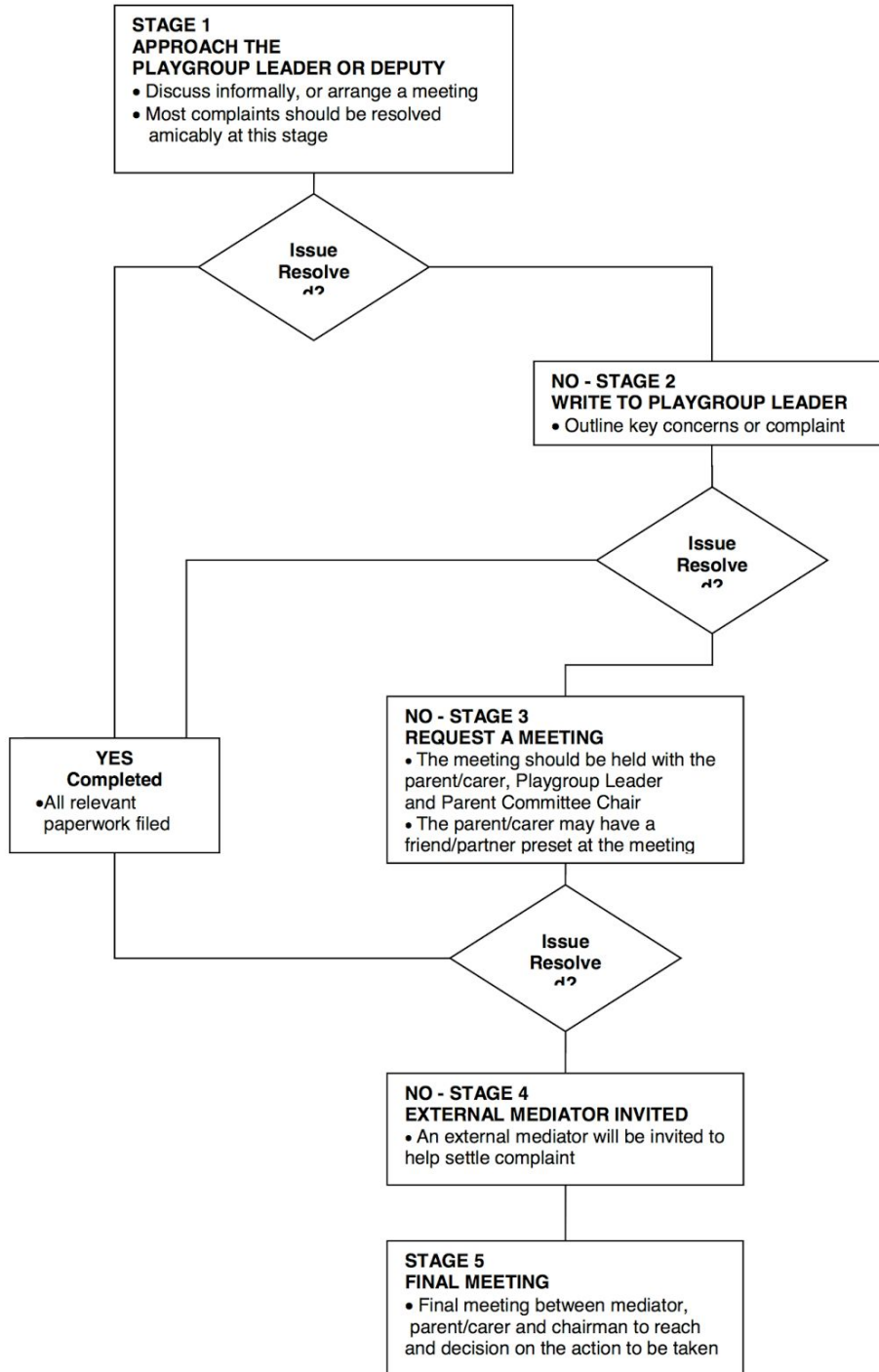
<b>Actions and Outcomes (please tick):</b>	
Internal Actions:	
Actions agreed with OFSTED:	
Changes to conditions of registration:	
Other action taken by OFSTED:	
No action:	
Actions imposed or agreed with other agencies:	
Please give details:	

<b>Has a copy of this record been shared with parents/carers?</b>	Yes / No
<b>Name and Position of Recorder:</b>	
<b>Position:</b>	
<b>Signature:</b>	
<b>Outcome notified to parent (within 28 days)?</b>	Yes / No
<b>Date:</b>	
<b>Date complaint concluded:</b>	



# Complaints Procedure Flow Chart for Parents

Fleetville Community Playgroup welcomes suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the Playgroup. We anticipate that most concerns will be resolved quickly by an informal approach. If this does not achieve the desired result, we have a set procedure for dealing with concerns.



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