

Elephant and Castle Child Care Centre

Complaints Procedure

Statement of intent

Our setting believes that children and parents/carers are entitled to expect courteous and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns or issues raised. We anticipate that most concerns will be resolved rapidly 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 such concerns.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved within 28 days.

Methods-

To achieve this, we operate the following complaints procedure.

How to complain:

Stage 1

- Any parent/carer who is uneasy about an aspect of the nursery's provision discusses his/her worries and anxieties with the Manager.
- If this action fails to achieve a satisfactory outcome or if the issue reoccurs, the parent/carer would proceed to stage two.

Stage 2

- The second stage of the procedure entails documenting the concerns or complaint for the nursery manager and/or the owner of the setting.
- Most complaints should be able to be resolved informally at stage one or stage two.

Stage 3

- The parent/carer requests a meeting with the manager and/or the owner. The parent/carer and the manager can have a friend or partner present at the meeting if they desire. An agreed written record of the discussion is completed. All participants of the meeting must sign the record and receive a copy.
- This signed record signifies that the procedure has concluded.
- If this stage fails to reach a satisfactory agreement, stage four must be utilised.

Stage 4

- At this stage an external mediator is invited to help resolve the complaint. This person should be acceptable to both parties, listen to both sides and offer constructive advice. A mediator has no legal powers but has the potential to define the problem, review the action so far and suggest further ways in which it may be resolved.
- Staff or volunteers within the Pre-school Learning Alliance and the Early Years Advisor are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. The mediator has the possibility to hold separate meetings with the manager and/or owner 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 given.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent/carer, the manager and/or the owner of the nursery 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 regard 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. This signed record signifies that the procedure has concluded.

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

Parents/Carers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Framework for the Early Years Foundation Stage are adhered to.

The address and telephone number for Ofsted are:

Ofsted Piccadilly Gate Store street Manchester M1 2WD

Telephone 0300 123 1231 Web site www.ofsted.gov.uk/parents

Registration number EY272770

These details are displayed on our nursery notice board.

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children's Board in our local authority.

In these cases, both the parent and nursery are informed and the manager 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 nursery and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted in March 2006 and will be reviewed annually and amended as necessary.

Reviewed Mar11

Reviewed and amended September 2012.

Signed on behalf of the setting:

Reviewed and amended, April 2013