

**Complaints Policy**

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We always welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns raised. We anticipate that most concerns will be resolved quickly by an informal approach with the appropriate member of staff. If this does not . Theany concerns about the running of our setting to a satisfactory conclusion for all parties concerned.

All Settings are required to keep a written record of any complaints that reach stage 2 and above, and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request.

There are 5 stages to making a complaint:

**Stage 1**

Any parent/carer who has a concern about an aspect of our setting’s provision talks over their concerns with our Manager. Most complaints should be resolved amicably and informally at this stage. We will keep a record of the issue and how it was resolved.

**Stage 2**

If this does not have a satisfactory outcome or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing. For parents/carers who are not comfortable with making written complaints, the Manager will record details of the issue for parents/carers to sign. The Manager will then investigate the complaint and record any findings. Once the investigation is complete, the Manager will meet with the parent/carer to discuss the outcome. We aim to complete all investigations within 28 days of receipt of a written complaint.

When a complaint is resolved at this stage, we will store a record of the complaint, the investigation, the findings and the final outcome. This record will be made available to Ofsted on request.

**Stage 3**

If the parent/carer is not satisfied with the outcome of the investigation, they can request a meeting with the Manager and the Chair of the Committee. The parent/carer may bring another adult to the meeting. The Deputy Manager or another senior member of staff will attend to take notes of the meeting. An agreed written record of the discussion is made as well as any decision or action taken 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, a detailed record will be stored in the Complains file which can be made available on request to an Ofsted inspector.

**Stage 4**

If at the Stage 3 meeting, the parent/carer cannot reach an agreement with us, we will invite an external mediator to help to settle the complaint. The chosen person should be acceptable to both parties, listen to both sides and offer impartial advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ideas for resolution. The mediator keeps all discussions confidential. They can hold separate meetings with our staff and parents/carers if it is decided that this would be helpful. The mediator keeps an agreed written record of any meetings and any advice they give. This is then passed to us to be stored in our file.

**Stage 5**

When the mediator has concluded their investigation, a final meeting between the Manager, our Committee Chair and the parent/carer is held. The purpose of this meeting is to reach a decision on the action to be taken in order to resolve the complaint. The mediator’s advice is used in reaching this conclusion. A record of this meeting, including the decision on the action to be taken, is made by the Deputy Manager or another senior member of staff. 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 Ofsted and the Local Safeguarding Children Board

Parents/carers may approach Ofsted 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 inform Ofsted as the registering and inspection body with a duty to ensure the Safety and Welfare Requirements of the Early Years Foundation Stage statutory framework are adhered to.

If, at any stage of the process, an allegation against a member of staff is made, we will inform the LADO and follow their advice. This advice may supersede thispolicy.

Parents and carers can complain directly to Ofsted by email at:

enquiries@ofsted.gov.uk

or by telephone on:

0300 123 1231

If a child appears to be at risk, we follow the procedures of the Surrey Safeguarding Children Partnership.

In these cases, both the parents/carer and our setting are informed and our Manager will work with Ofsted or the Surrey Safeguarding Children Partnership to ensure a proper investigation of the complaint, followed by appropriate action.

**Records**

A record of complaints in relation to our setting is kept for at least 3 years and will include the date, the circumstances and how the complaint was managed.

The outcome of all complaints is recorded in our Complaint Investigation Record which is available for parents/carers and Ofsted inspectors to view on request.

10 March 2022

All Saints Preschool